253-820-1381

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**Ethan Penton**

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| Objective | **Information technology specialist with experience in remote desktop and help desk support, Microsoft Office, new installation projects, maintaining and updating Windows operating systems. Professional administrative leadership experience. I am confident that my ability to provide support, secure, and protect the information within the company will be an asset to any organization.** |
| Experience | **Managed IT Service Provider - Puyallup, WA 2018-Current**  **Rainier Managed IT Services**  **Remote & Onsite Technician**   * *Network Security:*   Updating network systems to support confidential company operations and eliminate hacking ability.   * *System Integration:*   Align office departments and increase inter-department communication and data sharing.   * *Problem Resolution:*   Responsible for support and development of a company disaster recovery plan. Serves as an advocate for end-users, performing tests, and problem analysis for server, desktop, and IT infrastructure work.   * *Security Solutions:*   Manage client network security through the installation of firewalls and VPN’s.   * *Strategic Planning:*   Design IT support strategies that clearly define workflow between external clients, application teams, and infrastructure teams.  IT Technician – Tacoma, WA 2017-2019  Emerald Queen Casino   * Maintained hardware performance, network connectivity, and software updates. * Diagnosed issues with casino-critical hardware and software, including handheld computers and station-specific systems. * Troubleshot all network connection problems which arose for employees within the casino. * Assisted employees in maintaining optimal connectivity and bandwidth. * Supported internal administrative team with hardware and software issues (e.g., printers, scanners, computers, routers).   Technology Help Desk- Lakewood, WA 2015-2017  Pierce County Library   * Provides primary technical support for various computer systems * Sets up computers, accounts/logins/access controls, email accounts, phone, etc. for community members presenting to the library * Troubleshoots all IT problems and issues * Communicates and trains technical information to non-technical users   Purchasing Agent - Tacoma, WA Sept 2013-July 2015  Hotel Murano   * Prepare sales purchase orders servicing the restaurant, banquets, and conventions with consideration of price, quality, availability, reliability, and technical support when choosing suppliers * Meet with vendors to discuss defective or unacceptable goods or services and determine corrective action * Liaise between vendors and Hotel Murano departments * Manage the influx of orders and freight being distributed to Hotel Murano throughout the day * Fill and complete product requisitions or requests for multiple departments throughout the hotel * Maintain and review records of items bought, costs, deliveries, product performance, and inventories Input sales orders and receipts in departmental spreadsheets (using Microsoft Excel) * Monitors cost analysis of restaurant inventory * Ensures products are available daily by continuous analysis of needs within the organization * Determines vendors used based on pricing, budget, and schedule requirements * Research alternate vendors/solutions, when necessary, with consideration of multiple variables such as cost-effectiveness and efficiency of delivery * Analyze the impacts of order shortfalls/failures to minimize the cost effect * Ensures timely communication with various departments of the hotel when issues arise within the purchasing process to protect business interests     Property Manager  November 2012-Current   * Establishes rental rate by surveying local rental rates, calculating overhead costs, depreciation, taxes, and profit goals. * Attracts tenants by advertising vacancies; obtaining referrals from current tenants; explaining advantages of location and services; showing units. * Contracts with tenants by negotiating leases; collecting security deposit. * Accomplishes financial objectives by collecting rents; paying bills; forecasting requirements; preparing an annual budget; scheduling expenditures; analyzing variances; initiating corrective action. * Maintains property by investigating and resolving tenant complaints; enforcing rules of occupancy; inspecting vacant units and completing repairs; planning renovations; contracting with landscaping and snow removal services     Administrative/Operations- Ft. Bliss, Texas Jan 09-Dec 2012  U.S. Army   * Maintain confidentiality in all aspects of personnel, staff, and Army information * Coordinate and maintain records for personnel and staff * Create and modify status reports of training compliance using MS Office * Analyze training records to identify deficiencies that were reported to supervisors to efficiently remedy the issues * Conduct daily briefings to supervisors concerning training processes and requirements obtained from executive headquarters * Schedule and coordinate company meetings |
| Education | **Applied Science/Networking & Cybersecurity Studies**  **Tacoma Community College**  **Science in Information Technology/Advanced Cyber Security Studies**  **University of Phoenix**  **March 2015-2017**  **Western Governors University**  **Bachelor of Science, Network Operations and Security**  **August 2020-July 2024** |
| Leadership | Belmont III Homeowners Association Board President 2015   * Supervises all the homeowner’s association activities * Preside at board and member meetings * Execute contracts, orders, and other documents |
| Community ExperiENce | * Peace Lutheran, Write253 Volunteer, Motivational Speaker, 2015 * Pierce County Library, Tech Help Volunteer, 2015 |