|  |  |  |
| --- | --- | --- |
| A screen shot of a person  Description automatically generated |  | Julian Forster  IT Support Specialist EDUCATIONEdmonds Community College 2002 – 2004  Associate of Arts (A.A), Computer and Information Sciences and Support Services  **Spartan School of Aeronautics and Technology**  1986 – 1988  Associate of Applied Science (A.S.), Aircraft Mechanics |
| Profile IT and Telecom Support Specialist with over 14 years of exemplary experience. Proven track record of excellent organization, communication, and supervisory skills. Strong ability to read, interpret, and research technical data. Contact **PHONE:**  425-931-9418  **LINKEDIN:**  <https://www.linkedin.com/in/julian-forster-7901aa55/>  **EMAIL:**  julianforster@outlook.com activities and interests Travel  Cooking/Great food  Photography  Outdoors/Nature  Airplanes |  | WORK EXPERIENCEAviation Technical Services – System Administrator I 09/2007 – 3/2020   * Served as the first point of contact for customers seeking technical assistance * Analyzed and solved technical problems * Administered help desk software * Diagnosed problems, recommended solutions, coordinated, and implemented repair efforts based on the issues and details provided by the customer. * Walked customers through the problem-solving process * Recorded events, issues, and their resolution * Directed unresolved issues to the next tier level of support * Ensured the operational condition of PC hardware and specialized hardware. * Coordinated vendor installation of hardware/software and implementation of procedure changes. * Telecom Admin support Avaya IPOffice PBX.   Add Change Remove phones including VoIP. Setup call appearances, conference bridges, create and modify calling trees, troubleshoot phone system problems. key skills and characteristics  * Strong PC Skills; Microsoft Suites, Mobile Devices, Tech Products * Tech Savvy – Automation Product Remote – Control Software and hardware with working knowledge of TCP/IP and other network protocols. * Experience with Active Directory * Powershell and bat files * Friendly, courteous, and service delivery oriented * Critical and analytical thinker with sound judgment, diplomacy, and interpersonal skills * Poised under pressure utilizing problem solving techniques |