**Profile**

Motivated, meticulous, outgoing, and more than willing to take the lead as needed. Very knowledgeable and proficient with Active Directory at the customer level and the server level. Over ten years experience with customer service, giving way to a wide range of IT skills and knowledge. Willing to ask questions, delighted to answer them, always seeking truth and willing to learn.

**Skills Summary**

|  |  |  |
| --- | --- | --- |
| * Customer service * Professional presentations * Active Directory * Network topology * Data recovery * OS Imaging/Deployment | * Windows XP - 10 proficiency * Server 2003-2012 * Linux (many flavors) * VMWare/VirtualBox * Scripting languages | * Adobe, MS Office * VOIP (Avaya, Cisco, Mitel/Shoretel) * Disaster recovery * NextGen * Epic |

# **Experience**

EVERGREEN HEALTH - Kirkland, WA  
Desktop Support

Nov 2020 – current  
Provided second tier support for the computer desktop systems, peripheral devices, mobile devices, and applications. Was an escalation point for high urgency issues and quality assurance. Responded to IT incidents escalated from the helpdesk. Deployed new computers, mobile devices, software and peripherals throughout the enterprise. Helped to determine a course of action to deliver a resolution to a variety of problems or requests. Customized computer configurations to meet end user requirements. Troubleshooted and repaired computer connectivity problems to network services, application software installed on client computers, and documented all troubleshooting, resolution and escalation steps into the ticketing system. Was responsible for the ongoing support of Windows PCs, mobile devices (iOS and Android), and printers; used tools such as SCCM, MDM, Active Directory, and Group Policy. Partnered with IT System Engineers to advise of new hardware and system image requirements.

EVERGREEN HEALTH - Kirkland, WA  
IT Operations

May 2020 – Nov 2020

Monitored multiple IT systems, healthcare EMRs, interfaces, application processes, network tools and other key systems. Maintained daily tasks including running reports, coordinating incident response teams, sending system communication to healthcare staff, data backups, managing print queues, and covered helpdesk calls overnight.

WILBUR-ELLIS - Tukwila, WA  
IT Help Desk Analyst

September 2019 – November 2019

Provided personalized support for all Wilbur-Ellis technologies, online and off, as well as any tool needed for the international team to complete the task at hand. Strong focus was given to Oracle JD Edwards as this resource planning tool was heavily utilized. On-site hardware support was a necessary function of this role as well as simple memory installations for new hardware delivery.

NEIGHBORCARE HEALTH - Seattle, WA  
IT Support Analyst

June 2018 – September 2019

Served as first touch resolution for clinical staff for issues from password resets to print server troubleshooting to troubleshooting electronic health record databases. Maintained the inventory of mobile phones and thin client PC systems, interfacing with Verizon business and a local store contact as needed. Managed all new hire account creation in systems including Active Directory, NextGen, and Washington State’s Immunization Information System.

RED KNIGHT SOLUTIONS - various, WA  
Warranty Repair Field Technician

March 2018 – June 2018

Performed a variety of hardware-focused, break-fix services and solutions on various Dell computer models. Required the exercise of moderately complex analytical skills and to make decisions based on good troubleshooting ability and time management. Traveled to office or home location and performed a part replacement and ran diagnostics or self-tested to verify issue resolution.

HONEYWELL AEROSPACE - Renton, WA  
IT End User Support contract

September 2017 – March 2018

Site point of contact for all things IT, responsible for 200 employees including aerospace electronic assemblers and other office workers. Provided remote support as well through work orders created in Remedy ticketing system, then cleared Remedy queue for a successful transfer to ServiceNow. Contract responsibilities managed in Salesforce and MS Office suite.

SAVERS - Renton, WA  
Internal Service Desk  
March 2017 – September 2017   
Provided store support for retail employees as well as the corporate office. Operated alongside IT teams to rapidly, professionally resolve technical issues on point of sale hardware and software. Resolved an average of 25 tickets per day, taking care to provide excellent customer service and a personal touch. Handled over 50 tickets a day as the gatekeeper for all technical issues, routing tickets to the appropriate support groups.

PROVIDENCE HEALTH - Renton, WA  
Identity and Access Management

February 2016 – December 2016

Responsible for working with Information Systems and other teams to properly administer access via the XMatters ticketing system for a team of over 10,000 employees. Contributed to the improvement of processes and training materials for fellow Identity and Access Management team members. Resolved an average of 50 tickets per day regarding Active Directory access control, Lync and Exchange issues, and various Windows systems access.

XEROX - Kent, WA  
Information Management Associate  
November 2014 – February 2016   
PC user support, new hire systems setups, and desktop/laptop software evaluations and upgrades. Provided quick response and maximum uptime for 150 end-users and performed training when necessary. Assisted with a business unit audit following ISO standards, then took over management of two audits and successfully remediated over 400 audit items, closing out both. Installed and repaired microcomputer hardware and peripheral components such as monitors, keyboards, printers, memory and disk drives. Assisted in determining suitable software to meet user requirements. Troubleshooted software and hardware failures and identified network problems.

**Education**

CLOVER PARK TECHNICAL COLLEGE – Lakewood, WA  
AAS-T, 2012 GPA: 3.5  
Computer Networking & Information Systems Security

Developed and enhanced existing skills in computer hardware, networking (protocols, topology, and security), troubleshooting, forensics and data recovery, scripting (including PowerShell, Bash, Python, Perl, PHP, and Ruby), and working with the command line. Includes Windows XP, Server 2003+2008, and Windows 7; various Linux distributions (Fedora, Debian, Untangle, and Backtrack); MySQL (database creation and modification via queries); and virtualization (via VirtualBox and VMWare server/client software, Hyper-V, and using the ESXi hypervisor for virtual application deployment and management). Familiar with Active Directory and administering Group Policy, and managing permissions in Linux. Have created a disaster recovery plan, from initial risk assessment to impact analysis and contingency planning.

From cptc.edu: The CNISS program is certified for cyber-security skills education through the National Security Agencies (NSA), Committee on National Systems Security. The program has been awarded CNSS 4011 National Training Standards for Information Systems Security Professionals and is currently working on the CNSS 4013 National Training Standard for System Administrators in Information Systems Security.