**Sheldon L. Cierley**

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**OBJECTIVE:**

Information Technology Professional seeking to utilize my technical and professional expertise to expand my knowledge and grow in a new IT role.

**Employment History**

**Tideworks Inc.** Seattle, WA May 2019-Present

Information Technology

Information Technology - Field Services Engineer

* Analyze and assist users with their hardware, software and other various computer based needs; including Office 365, specializing in Outlook and all things Windows.
* Assist with all Terminal technology, resetting servers, computers, remotely at times, remote viewing and connectivity amongst other connectivity issues that may arise with users and or terminal technology on the Port.
* Assist with troubleshooting various Tech support issues, hardware, software, printers, data and fiber technology.
* Writing up detailed tickets via Service Now and escalating and working with various different departments when needed.
* Utilizing many different Knowledge based articles stored on SharePoint and teams and sharing with many different users of all skill levels.
* Delivering support via E-mail, phone and remotely connecting into users’ computers via SCCM, VNC and Connect Wise via Service Now.
* Deployed deskside customer service and support for users at the Corporate level and all professional levels. Setting up users and fixing possible issues that may occur locally and remotely.
* Communicating with a team of about 1200 people and coordinating between Tier 2, Tier 3, Network, and Back End Developers on a daily basis as needed.
* Setting up and imaging new computers for new employees and setting up all of their local accounts, Office 365, Outlook, all Port of Seattle, Port of Portland, Port of Tacoma, and their SSA Terminals and Intranet accounts.
* Daily logging of all terminal monitoring, camera checks, terminal transactions, Gate OCR, and reporting to various different Terminal Managers, employees, and staff.
* Setting up meetings, with Terminal Managers, staff, and various 3rd party vendors as needed.
* Set up planned outages with Tideworks staff, Terminal Managers, and other various members of different groups throughout the US and Overseas. Also over saw the planned outage through all steps; from set up, planned work, and back out plan if needed.
* Assisted in re-cabling terminal servers and other switches as needed. Re-wired the RJ 45 Cat5 and Cat6 cables as well. Used my own tools for these jobs and did my own testing as well for connectivity on both ends.
* Re-wired Alex Boxes and installed the LED lights for those boxes. Performed light electrical work in the installation of wiring and re-wiring those boxes and other terminal technology.
* Installed Kiosk technology, including all monitors, Viking Intercoms, and POE and other power switches and Tideworks technology involved.
* Removed older technology as it went end of life and reinstalled newer technology as needed into different Kiosks.
* Maintained the terminal scales, monitored scales via Scale Vision Apps, and reset scales when they went down and needed to be attended to.
* Monitored, reset (physically and virtually) the Gate OCR via Gate Vision and HTS technologies when needed.
* Used Host Monitor to monitor, reset and repair all terminal transactions, cameras, Gate OCR, and various other technologies throughout the terminal.
* Utilized Whereport technologies to monitor the trucks as they came through the terminal.
* Reported to Terminal Managers, Supervisors, and other various customers and clients on a weekly basis, updating them on terminal activities and other various meetings and activities.
* Documented EVERYTHING. Twice.

**The Boeing Company** Bellevue, WA June 2017-Nov 2017

Information Technology & Data Analytics

*Deployment Engineer* Windows 10 Deployment to Boeing Enterprise

* Coordinated with individuals across the Boeing Enterprise assisting with self-service Windows 10 upgrades. (Between 220,000 employees and 181,000 machines).
* Published daily, weekly, and monthly reports to illustrate the progress of the program and status of outstanding actions required.
* Performed troubleshooting of IT related issues with the Windows10 upgrade process.
* Coordinated through a group mailbox, communications with individuals experiencing issues and answering clarifying questions.
* Identify and escalate potential persistent issues in anticipation of any large-scale failures to our processes or tools. Participate in mitigation of issues through resolution.
* Tier two support for employees who were unable to resolve their problems or questions with the Enterprise Help Desk
* Teamed with business partners and functional business units to seamlessly upgrade technology in a major manufacturing environment without disrupting production and maintaining a level of security and confidentiality.

**Full Time Student Seattle Central College.** Seattle, Washington 2014-2017

* Traveled daily from DuPont Washington to Seattle to attend school full time.
* Managed my daily travel schedule, homework schedule, and daily care of my son during this time as well as pulling in a 3.85 GPA.
* Made the Phi Theta Kappa Honor Society.
* Volunteered my time to help with student activities such as arranging student meetings in the College Student Parents Group, and assisted with setting up other various activities that were part of Phi Theta Kappa and diversity talks with various leaders in the community, and was a member of the Students for Change Charter.

**Trabant Coffee and Chai** Seattle, Washington 2012-2014

Assistant Manager and Barista

* Managed the coffee shop and its daily bookkeeping, ordering product, and maintenance of the shop and its' machines.
* Dealt with all aspects of food making, coffee making, and customer service.
* Dealt with all customer issues and worked effectively in resolving those issues.
* Dealt with employee issues and disciplinary actions as needed.
* Effectively dealt with local issues regarding the homeless population, theft, vandalism, and other various issues that would arise.

**Comp USA** Seattle, Washington 2010-2012

*Computer Technical Support*

* Performed installations and upgrades to computers in the store.
* Performed routine maintenance for customer’s computers.
* Provided support and communication with customers regarding their computers and training new employees in computer basics.
* Implemented new training technology in several Comp USA locations.
* Coordinated technical calls, meetings, and inquiries requesting verbal and written information, and meeting times for customers and other staff regarding training.

**Cingular Wireless**  Portland, Oregon 2005-2010

Wireless *Technical Support.*

* Provided technical support and communication with clients regarding their cellular devices, achieving success on all levels.
* Provided a high quality of customer service to customers and met all of their business needs, successfully.
* Increased call times with fast and accurate information-utilizing all tools necessary to complete job functions.
* Orchestrated multiple services levels to ensure proper and accurate information was distributed and utilized through system documentation and logs. Performed technical support and troubleshooting as needed.
* Created and maintained a premier level of client satisfaction.

**Skills**

* Experienced in implementation and deployment of Ubuntu, Linux, MS Windows 7/8/8.1 as well as other Operating Systems
* Experienced at installing and maintaining Virtual Machines, Secure Email Servers via Hyper-V and VM Ware, utilized Active Directory.
* Knowledgeable with Network Mainframes, Network Design Administration, including LAN/MAN/WAN services and operations, and knowledgeable with PowerShell.
* Excellent with most computer hardware and repair problem solving. Including well written system documentation and logs.
* Excellent at and fully trained in Microsoft Office: Word, Power point, Access, and Outlook, and Excel.
* Can maintain confidential information in any format.
* Very good at dealing with tough situations and people. Excellent at talking with people and defusing most situations.
* Experienced with Cisco Networking, Routing, and Firewall applications.
* MS Windows Servers NT/2003/2008/2008R2/2012R2
* HTML5 and CSS Programming/Coding.

**Education**

* Seattle Central College A.S. Network Design and Administration 2014-2017
* 3.85 Overall GPA
* Phi Theta Kappa Honor Society
* Dean List
* Presidents List