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| **Ben Merth** mistermerth@protonmail.com Cellular 253-426-8808   |  | | --- | | CERTIFICATIONS |   **MCSA** Microsoft Certified Professional, 2009. Microsoft Certified Systems Administrator  **Network+** CompTIA, 2006  **MCTS** Microsoft Certified Professional, 2012. Microsoft Certified Technology Specialist  **Configuring Windows 8.1** Exam 687  **Configuring Windows 7** Exam 680  **A+ Hardware** CompTIA, 2008  **HP Printer Technician** HP Learning, 2010  Transcript ID 1211095 <https://mcp.microsoft.com/Anonymous//Transcript/Validate>**Access Code: 8characters**   |  | | --- | | EXPERIENCE |   ***Microsoft IT, and Service Management of Datacenters Physical Security 5/20 to present***  Manage and support IT hardware standards, orders, ensure new security centers meet benchmarks and support setups  ***Tier 2 IT Support and Field Service Technician***  Carnival/Holland America 6/2017 – 2/2020 (NSC GLOBAL)  IT Depot tech. and Tier 2 support technician for Macs, tablets, WIN7  Rockwell Collins, WSL 2010-2017 (SA IT SERVICES, MODIS)  Citrix environment, WinXP and 7. IMACD, refresh, break/fix. QA during MODIS transition.  Weyerhaeuser/Quadrant Homes 2007-2010 (SA IT SERVICES)  WINXP, printers, IMACD, refresh, break/fix.  Laserjet Printer Repair Tech. 2009-2018 (SA IT SERVICES)  Break/fix and install for all HP Laserjet printers.  Bank of America Refresh Tech. 2007 (SA IT SERVICES)  Phase 1: travelled to sites around the PNW, creating simple Visio maps of buildings, taking pictures and inventory of equipment and building. Phase 2: removed old printers, servers, and computers, installed the new.   |  | | --- | | EDUCATION |   Pierce College, Puyallup, Puyallup, WA *2006 A.A. Computer Network Engineer* |