Patrick Haskins

Bremerton, WA | pathaskins17@gmail.com | 360.621.1158

linkedin.com/in/patrickhaskins

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Skills

**Operating systems:** Microsoft Server 2016, Xenserver, Windows XP-10, Mac OSX, Linux

**Software:** MySQL 5.7 , phpMyAdmin 4.6, Notepad++, Remedy ticketing system

**Macintosh** **experience**: Installation, Imaging, Administration, Software and Network Troubleshooting, End point user education.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Education and Certifications

**Certification in CompTIA A+ | CompTIA | January 2018**

**BA in Business for Management Information Systems** | Minor in Economics | December 2017

Eastern Washington University (EWU, Cheney, WA)

**Associate in Technical Arts for Business Management** | March 2014

Olympic College | Poulsbo, WA

**Certificate of Recognition: Internetworking Tech (Cisco Systems):** Networking Basics | Router and Routing Basics | Switching Basics and Intermediate Routing | WAN Technologies

**Certificate of Recognition: Supervisory/Human Resource Skills**

**Certificate of Proficiency: Business Management**

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Relevant Experience

**Operator Services** | Boeing Aerospace company, Bellevue, WA | Jun 2019- Jun 2020

* Setup Workstation equipment, including VOIP Phones, for new employees.
* Handled a large call volume for over 150,000 employees.
* Handled emergency calls for Boeing built military aircraft.
* Helped to set up office procedures for telecommuting.
* Designed a program to simplify daily startup procedures when telecommuting.
* Helped set up procedures for training new employees from home during 2020 quarantine.

**Business Owner** | Emerald IT Services, Bremerton , WA | May 2018-Present

* General maintenance of client’s computers: including hardware replacement, malware removal, and re-imaging.
* Provides backups for clients on demand.
* Work on Windows and Macintosh computers
* Instructs clients on the proper use of their computer/network hardware and software.
* Designs and Implements solutions for Clients.
* Setting up client’s mobile devices, including installing third-party applications for VoIP and other business-related services.
* Mobile device support: transferring client data to new devices and decommissioning old devices
* Mobile device hardware support: replacing broken screens and batteries

**Data Center Technician** | Amazon Web Services, Portland, OR | June 2018-October 2018

* Maintained hardware and networking components for Data center servers.
* Used a ticketing system to record and keep track of all the servers and the maintenance required for them.
* Designed and implemented solutions for specific server issues.
* Coordinated with other departments as needed.
* Repaired broken cable connections.
* Helped to implement and decommission server equipment and parts to maintain the equipment.
* Mainly worked independently from other technicians.
* Participated in daily group meetings to discuss ongoing issues.
* Conducted periodic audits of equipment and mobile workstations.

\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_