Dennis Chanthabouly

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# OBJECTIVE

To obtain the position as a IT Technician at Z Networks.

# EDUCATION

## AAS: IT: Network Convergence & Cyber security | june 16th, 2017 | TCC

* Major: Network Convergence & Cyber Security
* Graduated with High Honors
* GPA: 3.89
* Member of Phi Theta Kappa

## BS: IT: Cyber security & Information assurance| current | Wgu

* Major: Cyber Security & Information Assurance
* Current – June 2020
* GPA: 3.0

# CERTIFICATIONS

* CompTIA A+ | Expiration March 5th, 2022
* CompTIA Network+ | Expiration October 1st, 2021
* CompTIA Security+ | Expiration October 1st, 2021
* EC-Council Certified Encryption Specialist V2 | Expiration June 1st, 2022
* CIW Web Security Specialist | Expiration N/A
* Lean Six Sigma White Belt | Expiration N/A

# SKILL SETS

* Excellent Customer Service
* Advanced PC/Server Hardware & Software Diagnosis and Repair
* Network Experience (WLAN, LAN, Cabling, Cisco, VPN)
* Active Directory Experience
* ITIL Subject Matter Expert Experience and ITSM Deployments
* Knowledgeable and certified in the implementation of a Lean and Effective Workforce/Task Prioritization

# WORK HISTORY

# Employer: F2Onsite (CHI Franciscan Health)

# Dates of Employment: February 2020 – April 2020

# Full-time 40+ hours

# Position: Technical Services Specialist

# Summary: My position as a Technical Services Specialist at St. Anthony’s Hospital was to assist staff in resolving issues that they were experiencing with various hardware or software and improve information technology processes and functionality throughout the hospital. Some of the hardware and software utilized in the environment are: Dragon Speaking, HP EliteDesk and Dell 7000 series thin clients, Zebra scanners and printers, EPIC, McKesson, Medtronic’s, Imprivata, SCCM, Active Directory, Office 2016 and 365, Zoom, Cisco WebEx, MS Teams, and Global Protect VPN.

# Employer: Muckleshoot Indian Casino

# Dates of Employment: March 2019 – September 2019

# Full-time 40+ hours

# Position: Systems Administrator

# Summary: I did not begin employment at this position but eventually was promoted into the role of Systems Administrator. My role at this position was to develop and deploy a functioning IT service management application called, “TOPdesk.” In regards to following ITIL standards and best practices. I deployed a functioning and efficient Incident Management module which replaced the current incident reporting application which was an internal SharePoint website. This increased efficiency and provided autonomation to mundane tasks that would otherwise impede the Service Desk.

# Employer: Apex Systems (Microsoft)

# Dates of Employment: December 2018 – March 2019

# Full-time 40+ hours

# Position: Hardware Engineer

# Summary: My role as a Hardware Engineer at Microsoft was to provide computing resources to 343 Industries at Microsoft Studio’s. This was accomplished by configuring and deploying a vast amount of HP and Dell server technologies, providing the necessary networking components in order for 343 Industries to have remote access capabilities and redundancies via KVM network switch, installing the necessary operating system which was requested via SCCM, and ensuring that the various datacenter’s were being properly monitored and maintained.