**Patrick Murphy**

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**IT ENGINEER**

Intellectually-curious IT engineer who thrives on diving deep to uncover root causes to technology glitches and delivers quality-driven solutions that remove productivity obstacles. Known to maintain and exhaustive knowledge of current and emerging technologies and tools to be able to develop easily deployed right-fit solutions. Recognized as a proactive, communicative planner who develops long-term strategies anticipating future technology needs, potential business continuity threats, scale to changing business requirements, and capital expenditures to ensure competitiveness.

**TECHNICAL EXPERTISE**

**Operating Systems:** Windows Server 2008 - 2016, MS Exchange, MS windows 3.1 – 2010, MAC OS

**Network/Infrastructure:** Cabling, routers, switches, firewalls, VPN, RAID, SAN, T1, DS3, DSL, Metro-E, EoC, TCP/IP, OSPF, EIGRP, RIP, BGP, HSRP, VLAN, DMVPN

**Hardware:** Servers, Desktops, Laptops, Tablets, Smart Phones, Scanners, Printers

**Software:** SCCM, POS systems, ERP systems, Marimba, MS office, VMware, Citrix

**PROFESSIONAL EXPERIENCE**

**WASTE CONNECTIONS,** Vancouver, WA **January 2017 – November 2020**

**Field Engineer (Western Region)**

Recruited into role servicing 1,200 employees located in CA, OR, WA, AK, WY, ID, NV, and MT., Performed hardware updates / implementations, source vendors, negotiate / manage contracts as well as services and parts, ensure business continuity / disaster planning, conduct testing, set up user configurations, accessibility, and security, troubleshoot software problems, and provide general help desk support. Set network and router configurations and provide IT architecture recommendations for new building construction.

* Mitigated financial risk to company by enabling company to better investigate incidents and identify revenue losses caused by clients bypassing scales with chargeable items leading installation of up to 30 cameras at individual locations to capture video playback of accidents or safety violations.
* Opened 5 new locations on-time and within budget by acting as lead designing network infrastructure at new building construction including data drop and rack locations, camera, phone system, and data circuit installs, labor bids, and component sourcing.
* Systematically replaced aged-out equipment at satellite locations establishing first-ever corporate IT guidelines including setting process and equipment standards, training techs on new standards, providing part numbers, and sourcing new standard parts.
* Sped up Internet connections at satellite locations 40% and increased uptime 90% improving connectivity by working with vendors to add high-speed optic networks and adding redundancies that used different carriers and dual router setups for failover.
* Boosted regional end user satisfaction levels 90% by driving down escalations while increasing number of issue resolutions rebuilding trust by meeting 1:1 with site managers and leadership to prioritize chronic issues and fix service gaps.
* Used innovative thinking to design simple fix to chronic flare alert system issue at two different locations implementing point-to-point antenna to get signal over to flare and then used analog adapter to create uninterrupted connectivity.

**Patrick Murphy p.murphy@hotmail.com Page Two**

**VERIZON WIRELESS,** Beaverton, OR **November 2007 – January 2017**

**MTS II,** June 2010 – January 2017

**Field Tech Support (contractor)**, November 2007 – June 2010

Rotated between 4 different roles within separate internal divisions based on SME and success in solving complex IT issues impacting entire company and their 151.48 million customers. Drove complicated projects to completion while also mentoring / training staff and finding resolutions for smaller technical issues impacting individual users. Administered user acceptance testing, gathered user feedback on process / equipment improvements, documented bugs for programmers, acted as business continuity point person, led EMV switchover, hardware placement, and inventory scanner system roll-outs. Developed knowledge base articles to disseminate complicated configuration processes step-by-step to other technicians.

* Drove 10 major projects to completion after being tapped by senior leadership to serve as 1 out of 200 technicians for 3-year role as SME working closely with senior headquarters tech staff driving user acceptance testing for new technologies.
* Engineered solutions that immediately halted 30 retail POS system outages by teaming with staff to identify, test, and implement break-fix solutions defining issues, reporting info to programmers / senior techs, attending crisis calls, and testing quality fixes.
* Maintained seamless service during union strike while deployed to emergency worker assignment helping keep wireline side of business up and worked as call center tech interfacing with customers to fix or escalate their issues.
* Aided field technicians by troubleshooting complex problems during union strike configuring ONT and OLT configurations for customer Internet and phone service.
* Migrated 500 users to Windows 7 within 3-month period, finishing project 2 weeks early setting up user appointments, backing up data, reimaging computer systems with new operating system, and restoring user data to computer.
* Reduced customer fulfillment process 15% by working with cross-functional team, delivering project ahead of plan.
* Exceeded company goals by maintaining average SLA of .5 days out of maximum .86 days to ticket close.
* Achieved 100% uptime and beat company SLA metrics maintaining point of sale systems, computers, kiosks, and commercial display systems and handled upgrades, installations, testing, and repairs while working quickly to resolve end-user issues and complaints.
* Led companywide equipment training webinars, wrote knowledge base instructions, and trained 20+ new technicians.

**NOTABLE ACHIEVEMENTS**

**Verizon:** 9 “Recognizing You Spotlight” and 6 “Simple Thanks” awards, over 4 year period | Pacific Northwest Kickoff Award for overall performance as IT SME|Regional Winner, IT Rockstar Competition

Achieved perfect scores on all customer survey

**EDUCATION AND CERTIFICATIONS**

**General Business Administration Program Coursework -** Strayer University, Alexandria, VA

**Certified Cisco Network Administrator (CCNA) -** Long Beach Community College, Long Beach, CA

**Certified Cisco Network Professional (CCNP) -** Coastline Community College, Fountain Valley, CA