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**IT Technician**

**PROFILE**

IT Professional with dual degrees in Networking and Information Systems Security, graduated with honors. Excellent communication and collaboration skills. Experience in briefing and documenting information for IT Coordinators and executives. Very knowledgeable in both Microsoft and Linux operating systems. Experienced with network topologies and hardware.

**SKILLS AND ABILITIES**

* Customer Service
* Hardware, Software, and Network Trouble Shooting
* Documentation
* Teamwork
* Communication
* Can pass a background check
* Ability to travel to client sites

**TECHNOLOGICAL SUMMARY**

Microsoft Software

· Microsoft Windows Server 2008, 2012 R2, 2016

· Microsoft Windows Desktop XP, Vista, 7, 8.1, 10

**EXPERIENCE**

**IT Support** Hands On Children’s Museum Olympia, WA November 2019 – February 2020

* Installation and setup of Win 10 Pro OS on Local Domain
* Doing routine updates
* Set up and testing of Altru payment software and receipt printer
* Created instructions with steps and supplemental images to streamline the process
* Setting up network printers for employee use and end customer benefit
* Event Troubleshooting
* Identifying and correcting hardware and software issues on location without taking systems offline.
* General Troubleshooting for Windows and Mac OS until problem eliminated
* Keep peripheral device inventory up to date, eliminating unnecessary issues
* Write Tickets for Laptops, Macs, and tablets
* Documenting issues, steps taken, identify patterns, recommendations, and solutions for smooth operations

**Information Technology Intern** Clover Park Technical College Lakewood, WA January 2019 – June 2019

* Pulled full tape drives using Comvault/Comcell, re-install drives as needed, to meet lawful requirements
* Disable accounts, and reset passwords for network security
* Archived emails, using Microsoft exchange server and Office 365, for records
* Created Server 2016 virtual machines and prepped to replace Server 2008 virtual machine
* Updated and maintained virtual servers through VMSphere to prevent interuptions

**Stower** Amazon Fulfillment Center, DuPont, WA September 2016 - January 2017

* Recording inventory and its location to document storage results
* Organize product for future orders enhancing operations

**Dock Receiver** Amazon Fulfillment Center, DuPont, WA June 2016 – August 2016

* Received product and reorganized for maximum efficiency
* Recorded inventory and readied for future customer orders

**Customer Service Representative** Xerox – Verizon Call Center, Lacey, WA September 2014 – May 2016

* Resolves customer issues promptly with satisfaction ratings
* Provided technical assistant to diverse customer requirements
* Assisted customers with cell phone activation detailing instructions based upon situation

**EDUCATION**

**AAT**, With Honors, Computer Networking & Information Systems Security,

Clover Park Technical College, Lakewood, WA 2019

**AAS**, Energy Technology & Power Operations, Centralia College, Centralia, WA 2014

**High School Diploma,** North Thurston High School, Olympia, WA 2012