**Paul R. Shane** 3310 Alderwood Ave. H1

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Seek an **IT Technician** position

Looking for a company desiring an organized, proactive, forward-thinking person with the following skills:

* Installing and configuring Windows 7, 8.1, 10, Server 2003, 2008, 2012, 2016, MacOS, Linux
* Troubleshooting, securing, and resolving LAN / WAN, PC software, and hardware problems
* Experience in the recognition, diagnosis, removal, and prevention of various types of malware infections
* Experience in LAN security
* Able to work as part of a team or independently
* Methodical and disciplined approach to problem solving

**COMPUTER SUPPORT**

1. Provided Carbon Black EPP/EDR security software support for over 35000 corporate users.
2. MS Active Directory, MS Exchange, MS Terminal Server, WatchGuard Firewall, VPN.
3. All versions of Windows O/S, Server 2003, 2008, 2012, 2016, MS Office Suite, MS Office 365.
4. Windows UAC, Permissions, Group Policies, Software Restriction Policies, AppLocker.
5. Windows Command Prompt, PowerShell commands and scripts
6. SuRun privilege elevation program used in Windows Standard user accounts.
7. Malware infection diagnosis and removal with several specialized anti-malware tools.
8. Installation, configuration of network printers and local printers.
9. Installation, configuration of Autodesk, SolidWorks CAD, CAE software products.
10. PDQ Deploy, PDQ Inventory deployment software, configuration, creating scripts.
11. Microsoft Endpoint Configuration Manager (SCCM) deployment software, configuration.
12. Provided software, hardware, networking and troubleshooting support for local and remote users.
13. Provided software, hardware and networking support for farm and construction tractor dealers.
14. Installed, configured, troubleshooted, repaired computers as college student intern.
15. Created customized emergency rescue USB boot disks, WinRE, WinPE, Linux with added programs.
16. Setup computer lab with several test PCs for testing software installation and configuration.
17. ShoreTel (Mitel) telecommunications hardware support
18. ManageEngine ServiceDesk Plus helpdesk software

**CUSTOMER SERVICE**

1. Provided software, hardware, and networking support for customers.
2. Provided telephone, face-to-face and online support for customers.
3. Level 1-3 technical and problem-solving support to all end users.
4. Documented, tracked, and monitored problems to ensure timely resolutions.
5. Helped customers configure software by providing personal guidance and self-help instructions.
6. Provided information relating to customers hardware and software purchasing decisions.
7. Talked with vendors and programmers regarding solutions to software issues.
8. Downloaded and installed appropriate software updates and patches for customers.
9. Identified specific hardware and software needed to provide solutions to problems.

**EDUCATION**

1. A.S. Computer Information Systems (CIS) Whatcom Community College Bellingham, WA
2. A.A.S. Liberal Arts, Whatcom Community College Bellingham, WA
3. IT Certificates: CompTIA A+ PC Technician Certification, N+ Network Technician Certification
4. IT Certificate: Cisco Certified Network Associate (CCNA)
5. IT Certificates: Microsoft (MCSA) 70-697, 70-698 Installing and Configuring Windows 10

**WORK HISTORY**

* IT Security Administrator National Oilwell Varco (NOV) Houston, TX 2019-2020
* IT Systems AdministratorErshigs Inc. Bellingham, WA 2006-2020 (acquired by NOV in 2019)
* PC / Networking SupportDealer Information Systems (DIS) Bellingham, WA 2003-2005
* PC / Networking Support Student InternBellingham School District Bellingham, WA 1-2001 to 6-2001