**Rashumel K. Oxley**

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**Objective:**

Ambitious, intelligent, reliable man looking to be established in a position offering opportunities to advance and further enhance and utilize established customer service, IT and clerical skills in a professional and respected organization.

**RELEVANT SKILLS**

* Utilize diagnostic applications to perform in-depth maintenance
* Remove and replace desktop motherboard, CPU, RAM, optical drives, hard drives, etc.
* Utilize ServiceNow to complete support tickets for various Windows/MacOS issues
* Utilize Active Directory to enroll/remove employment profiles
* Utilize Microsoft Outlook to schedule meetings, task manage and set up conference calls
* Identify and utilize external I/O ports, internal connectors and cables
* Utilize Microsoft Excel to analyze data through creating pivot tables and charts
* Troubleshoot common video and display issues, BIOS issues
* Utilize Microsoft PowerPoint to create detailed project progress reports

**EXPERIENCE**

**Horizontal Integration** San Francisco, CA October 2019 - Current

*Tier-2 Remote IT Support Tech*

* Assigned, deployed Windows/Mac workstations for Sunrun, Inc. employees remotely
* Reimaged and refreshed in-office/remote workstations for onboardings and offboardings
* Answered helpdesk phones and provided remote IT support for employees

**Milestone Technologies** Menlo Park, CA September 2018 - October 2019

*Tier-1 Support Tech*

*AV/VC Specialist*

* Worked on an 8 person team nightly, inspected video conference rooms and recorded results using Microsoft Excel, responded to requested task tickets and closed/recorded result lists using Workplace software.
* Setup and deployed Windows/Mac workstations and desk spaces for campus employees
* Positioned in multiple campuses, providing assistance and repairs for request tickets or tasked issues
* Regulated full room remodels, and provided extra support to internal employees

**EMR CPR** San Francisco, CA May 2018 - September 2018

*Desktop Relocation Technician*

* Assigned office spaces to disconnect equipment and transport to new destination
* Rack, de-rack, re-rack and decommission server room equipment
* Troubleshoot and resolve system issues including hardware failures and physical

connectivity problems

**EDUCATION**

**Berkeley City College** Berkeley, CA August 2016 - July 2017

*IT Student*

**Year Up / Foothill College** San Francisco, CA September 2013 - July 2014

*IT Student/Trainee*