***Caben Buswell***

7554 14th Avenue NW

Seattle, WA 98117

[cgbmail1@gmail.com](mailto:cgbmail1@gmail.com)

cell 206.371.1172

**IT Technician** with over 15 years’ experience in Information Technology at seeking challenging position in technical support that combines complex problem-solving with a demand for excellent communication abilities.

**Demonstrated capabilities in:**

Technical Problem Solving, Customer Service

**TECHNICAL SPECIALITIES:**

Windows XP, Windows 7/8/10, Office 365, ConnectWise, LabTech, Kaseya, StorageCraft ShadowProtect, Datto, Synology NAS, Malwarebytes, HitMan Pro, Vipre, Webroot. Familiarity with patch/backup maintenance for Windows Server 2008/2012/2016, Unifi Controller/AP, Cisco Meraki Controller/AP, MikroTik, Cisco ASA.

# WORK EXPERIENCE:

# ATTENTUS TECHNOLOGIES, TUKWILA, WA (DIGUX, BELLEVUE, WA) 2015-2019

# Managed IT Services Provider with clients across Puget Sound area. Digux merged with BizITPros in 2017 to form Attentus Technologies.

Network Administrator (MyITProcess)

Responsible for performing regular onsite proactive technical support and Tier 1 support. Daily support provided at all levels of the organization.

* Maintained positive working relationship with Site Contact and Business Users for each of Attentus’ full-service clients.
* Resolved Tier 1 reactive technical issues on site.
* Document configurations and support processes for use by Help Desk and Tier 2 Support.
* Performed monthly proactive maintenance on workstations, servers, and network equipment.
* Completed standards reviews and communicates with the vCIO and client Site Contact when items are below standards so that remediation and projects can be identified and scheduled.

# OPUS BANK, EVERETT, WA 2015 –2016

# Personal, Real Estate and Commercial Banking, with $6.6 Billion in assets.

Production Support Analyst II

Provided daily Tier 1 support at all levels of the organization. Worked as technical resource on projects.

* Documented work status in BMC TrackIT! ticket management system. Deployed software using PDQ Admin automation.
* Performed support for Windows machines, business software, RSA token management and remote connectivity troubleshooting. Deployed new machine images using SCCM.
* Administrator for BarScan asset management tracking system, including importing asset scans from barcode scanners, importing Excel asset data, exporting data and printing reports.
* Assisted buildout for Portland branch opening. Installed/moved workstations, video cameras, printers.
* Coordinated asset relocation during closure of Burlington and Evergreen branches.

# RAINIER INVESTMENT MANAGEMENT, SEATTLE, WA 2012 –2013

# Investment firm specializing in U.S. equity strategies, with over $6 billion assets under management.

Technical Support Analyst

Responsible for technical support for desktop and basic server/account administration. Daily Tier1 support provided at all levels of organization.

* Supported mobile devices, RSA token management, Good for Enterprise secure remote e-mail, teleconferences, conference room presentation assistance.
* Supported upgrades to Mitel phone system.
* Led project to replace printers. Negotiated new support agreements for all printers which resulted in 10% cost savings and clear improvement in monitoring and support.
* Assisted business in Disaster Recovery testing.

# ADECCO TECHNICAL RESOURCES, (@GE Healthcare) SEATTLE, WA 2009 –2010

# GE Healthcare provides services in medical imaging and information technologies.

Deployment Support Engineer

Responsible for Project Management on ClearCase infrastructure projects and ClearCase deployment to developers.

* Performed testing and coordinated deployment of new Citrix environment for remote access to IBM Rational ClearCase clients and tools for 20 simultaneous/100 aggregate developers.
* Coordinated migration of physical Windows and Linux servers to VMware. Applications migrated to VMWare server and Data Migrated to NAS. Recognized for seamless migration and cutover.

# RUSSELL INVESTMENTS, TACOMA, WA 2005-2009

Global Asset Manager and Financial Advisor with over $200 Billion assets under management. Started as contract worker for 1 year through Volt Workforce, then hired on full-time.

Technical Analyst

Responsible for 3rd party software rollouts/upgrades, with focus on seamless deployments.

* Coordinated projects through rollout phases including requirements, prototyping, build, UAT/Pilot, implementation planning, rollout, validation and warrantee. Worked closely with Project Managers, Service Managers, QA, Operations Staff, and Business Associates to define and meet project deliverables.
* Performed 3rd party software installation testing and wrote installation documentation used by packaging teams.
* Streamlined Change Management processes as member of Change Board team, which removed unnecessary roadblocks and improved compliance scores with internal audit. By adding tiered risk assessment component, approved changes doubled on a weekly basis without adding significant risk to the business.

# CERTIFICATIONS

**MCSE** (Microsoft Certified Systems Engineer) on Windows 2003, May 2006

**CCNA** (Cisco Certified Network Associate) March 2005

**FORMAL EDUCATION**

Linfield College, McMinnville, Oregon - Paris, FRANCE - Nantes, FRANCE 1985-1990

French Major, Music Minor

# OTHER EDUCATION

“Principles of Project Management,” The Versatile Company, Seattle, WA 1998