Bret Dulay

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**Areas of Expertise**

|  |  |  |  |
| --- | --- | --- | --- |
| * *Desktop Support* * *Subnetting and Network Design* * *End-User training & mentoring* * *Cisco Routers & Switches* * *DHCP & DNS* * *Data Recovery* * *Mobile Device Management* * *Linux os* | * *Remote troubleshooting techniques* * *Active Directory & Group Policies* * *Multifunction Devices* * *Windows Operating systems (7, 8, 8.1, 10)* * *Create Custom Images* * *Virtualization & Cloud Technologies* * *OS Installation and Configuration* | * *Computer Forensic Tools* * *File and Printer Services* * *Troubleshooting Hardware and So­ftware* * *WDS, Fog* * *WSUS, Sharepoint,* * *Virtual Desktop Deployment* |  |

# Education

## Associates Degree in Computer Networking Information System Security in Computer Networking Information System Security

Clover Park Technical College - Lakewood, WA

2017 to 2018

## High school diploma

Clover Park High School - Lakewood, WA

September 2008 to June 2012

# Work Experience

## NOC Engineer 1

Continuant - Fife, WA

May 2019 to November 2019

* Tier I troubleshooting of customer voice and data networks
* Tier I support for Cisco, Avaya, Nortel, and Siemens phone systems
* Schedule and dispatch engineers and technicians
* Coordinates and schedules Channel Partners for after-hours support requirements
* Attend to service requests promptly, be helpful, knowledgeable, and provide accurate information

## IT Consultant

Boeing - Seattle, WA

December 2018 to May 2019

General ability to move, install and upgrade computing equipment and peripherals at the client’s various campuses. Ability to communicate effectively with end users; Knowledge of basic COTS (Commercial, off-the-shelf ) office applications and ability to learn more specialized client applications that allow timely closure to assigned tasks. Tasks may include but are not limited to:

* Perform the Receiving function of computing related products
* Refresh of end user devices
* Installation of new hardware devices
* Disconnect, transport and reconnect devices
* Install purchased software, peripheral devices, etc. for end users.
* Installation, Move, Add, Change, and Disposal(IMACD)

## Customer Service Representative

Smart Foodservice - Parkland, WA February 2018 to December 2018

* Assisted customers in person and over the phone.
* Maintained the store.
* Stocked shelves

## IT Internship

Clover Park Technical College

July 2018 to July 2018

January 2019

* Gained solid technical and analytical skills in computer, server, and networking while interning

Catherine Morris, Instructor in the Computer Networking & Information System Security Program

* Maintain classroom networks and computers including troubleshooting and performance needs
* Took inventory of all the equipment
* Virtual desktop deployment using XCP
* Troubleshoot and resolve student issues in a personal environment
* Created and deployed custom images
* Gave Outstanding Customer service to all the Students

## Team leader

Clover Park Technical College March 2018 to May 2018 weekly reports on our progress

* Set up a Voip server(trixbox) on linux and windows and was able to make calls on it.
* Set up wireless
* Configured nas4free, made and mapped shares for linux and windows clients.
* Configured an email server and was able to send out emails.
* Updated firewall permissions and port security

## Maintenance

YMCA - Lakewood, WA

May 2016 to February 2018

* Cleaned the Facilities and maintained them. • Fix things that were broken in a timely manner.
* Assist Gym patrons if needed.

## Desktop Support project

Clover Park Technical College

September 2017 to November 2017

sure everyone was on track to finish project and help classmates who were struggling

* Configured an active directory environment from the ground up.
* Edited permissions on domain and local levels.
* Edited the oem settings in regedit.
* Created an WDS, WSUS, Domain server, and windows client.
* Created and deployed a custom image.

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# Skills

ACTIVE DIRECTORY (2 years), CISCO, DNS, LINUX (1 year), DESKTOP DEPLOYMENT (1 year), vmware,

Help Desk, Desktop Support, Tech Support, Service Desk, Helpdesk Support, Customer Service, NOC

# Certifications and Licenses

**PC Pro**

June 2016 to Present

**Desktop support**

December 2016 to Present