Travis **Pellegrini**

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**PROFILE**

Customer oriented, enthusiastic and solutions driven IT Administrator with a strong background in the installation and maintenance of software, hardware and account management. Skilled in discovering root causes and leading users to lasting resolutions while being well versed in communicating complex ideas and processes to users across the spectrum of technical understanding. Prepared to bring a top tier level of customer service to any tech support team.

**Experience**

**IT Administrator, Biodesix Inc (Acquired Integrated Diagnostics in August 2018)**

**SEATTLE, WASHINGTON - 2014 – CURRENT**

Maintained a high level of customer service, satisfaction and documentation while providing tier one & two support to on-site and remote employees with a Help Desk team while under remote management. Built, installed, and supported Windows 7/8/10 operating systems as well as supporting Win Server 2008/2012/2016/2019. Installed, troubleshot and managed Office 2010/2013/2016 and onward including the creation of Office 365 Accounts, Distribution Lists, Groups, Resources, SharePoint sites and Archival of Accounts. Created, managed and terminated user's AD accounts including creation and implementation of security groups using PowerShell scripts and manual means, also managed third party scientific instruments and software. Actively monitored and quickly responded to Help Desk tickets, queues and calls, in a detail-oriented manner while documenting everything within our ticketing system (Spiceworks Help Desk/ManageEngine ServiceDesk). Lead Help Desk team in creation of solution database when none was currently present, including formatting, proofing, testing and publishing. Managed monthly server backup tape scheduling, collection and preparation for offsite storage. Helped manage and create phone system and individual phones in both Cisco and Digium environments.

**IT Support, PromoShop Inc.**

**SEATTLE, WASHINGTON - 2012 – 2014**

Acted as on-site first level IT Support under an off-site IT Manager and performed troubleshooting, installations and maintenance of workstations, printers, servers, network hardware, Microsoft business applications and operating systems. Aided in the installation of Ethernet infrastructure, maintenance and security; including routers, firewalls and switches.

**Graphics/Production Artist, PromoShop Inc.**

**SEATTLE, WASHINGTON - 2006 – 2014**

Shared responsibilities of creating products correctly and promptly. Tracked, updated and closed out jobs and worked with design team on the creation of branded merchandise from conception through production as well as corresponding marketing materials. This would include producing virtual mock-ups, brand guideline adherence and production proofing. Also, worked with multiple marketing teams and clients to create high impact, quality designs for presentations as well as both hard and soft goods, all while meeting critical in hands dates in a fast-paced environment. Worked with vendors to produce and deliver custom internally branded tickets and applicable charges for each project. Maintained Art Dept, including OS X based computer hardware, software suites and archiving.



**Education**

**2010-2012**

**A+, CCNA & MCSA: Windows Server 2008 Certification Preparation Courses**

**Introduction to Unix and Windows Office 2007**

**North Seattle Community College, Seattle, WA**

**1997-2002**

**Bachelor of Arts in Fine Arts**

**Washington State University, Pullman, WA**



**COMPUTER SKILLS**

Twenty-one years of expertise in Adobe Photoshop, InDesign and Illustrator; Macromedia Freehand, Dreamweaver and Quark Express; Microsoft Word, Excel, Power Point, as well as general use and maintenance on both Mac and PC platforms. Five years’ experience as an advanced user of Microsoft Office 2007/2010/2013/2016/O365, Win 7/8/10, Win Server 2008/2012/2016/2019 and PC hardware including printers/scanners, thin clients and IP phones, as well as their maintenance and installation.