**SHAUN POWERS**

Seattle, WA • 206-245-0911 • Shaun.em@outlook.com

**OBJECTIVE & QUALFICATIONS**

Detail-oriented, organized and self-motivated CompTIA A+ and Network+ certified IT Technician seeking a challenging, customer-facing IT role. Able to install, troubleshoot and support operating systems, network connections and applications.

**TECHNICAL SKILLS**

* **Networking** – LAN/WLAN/WAN/PAN (all 802.11) network routers and printers through secure wireless encryption; workgroup management and remote desktop assistance; network printer mapping and maintenance
* **Software** – Microsoft Office/Office365, Widows XP/7/8.1,Windows 10, Server 2008, Server 2012(novice), Mac OS X, Android OS, iPhone iOS, remote desktop software, Active Directory, Gotoassist, Bomgar, Slack, VNC, Cisco Call Manager(novice), Cisco connect anywhere VPN, Citrix Receiver, WebEx, Exchange Admin Center, Google Apps, Vmware/VirtualBox, Vsphere, Malware/Virus removal, Maas360/Cisco Meraki mobile device management, Service Manager, Service now and Zendesk Ticketing System
* **Hardware**­ – ­Desktops, laptops, printers, scanners,10 zig and wyse thin clients, EIDE, SATA, SCSI, SSD, Cat5e and Cat6 cables

**PROFESSIONAL EXPERIENCE**

**Desktop Technician,** *Seattle City Light, Seattle, WA* Feb. 2020 - March. 2020

* Migrated desk/laptops, surface tablets from Windows 7 to Windows 10
* Responded to and resolved tickets in a timely manner that were escalated from the help desk
* Break/fix laptops that required to be set up and configured for employees to work from home during covid-19 crisis

**Solutions Technician,** *Parametric, Seattle, WA*July. 2019 - Nov. 2019

* Resolve employee related technology, computer and software issues within a help desk or desktop support capacity
* Image laptops and apply templates to 10 zig thin clients
* Set up new employee desk and workstations with laptops, VM machines, monitors and cisco phones

**Stylist / Sales,** *Michael Kors, Seattle, WA* March. 2019 - March. 2020

* I recommend and advise customers about the company’s luxury, brand products and how it would align with their personal fashion and current lifestyle
* Meet and exceed sales expectations to make weekly and monthly goals

**Help Desk / Desktop Technician,** *Related, New York, NY* Aug. 2016 - Jan. 2018

* Responsible for implementing solutions for computer and device issues in a heavy Windows 7/10 and Citrix environment while cataloging all incidents with service now ticketing system for over 1000+ local and remote users.
* Assisted the end-users via phone, remotely (Bomgar) and in-person occasionally. Would also set up computers and applications at some off-site locations.
* Utilized Active Directory to implement password resets, create/delete accounts, establish group policies, etc.
* Aided in the migration of email from Microsoft Exchange to Office 365

**Mobile Device Support**, *Montefiore IT*, Yonkers, NY April. 2016 - May. 2016

* Responsible for the transition from the native email on all employee mobile devices to the new Maas360 device management software; while using the Device Management Dashboard/Console to reset passwords and install new programs/applications
* Provided precise instructions and directions over the phone to an employee whenever their mobile device and applications encountered any type of problem or software conflict
* Used Service Manager ticketing system to log any device issues that the customer is facing and then document the steps that were used to resolve the problem in a concise way

**Desktop Support** **Technician**, *Cipriani*, New York, NY Dec. 2015 - Jan. 2016

* Company wide troubleshooting support for all computers, printers and devices
* Installed the ports for data lines, voip lines, and handled patch panel cable management and organization
* Responded to Spiceworks ticket request in a fast and accurate manner

**Network Technician**, *Empire City Casino*, Yonkers, NY June. 2015 - Aug. 2015

* Supported over 400 hundred computers, POS terminals, and kiosk machines
* Set up desktops for employee use which included imaging kiosk and terminals with POS applications
* Provided troubleshooting help for employee computers in-person or over the phone through remote client
* Added computers on to a domain, implemented group policies, and managed user accounts in Active Directory

**IT Intern**, *Japan Society*, New York, NY Apr. 2015 - Oct. 2015

* Supported over 70 employees through repairing computers and mobile devices, fixing malware, transferring data, and maintaining server rooms

**Sales Specialist**, *Coach*, New York, NY Oct. 2011 - Aug. 2014

* Recommended merchandise to customers based on individualized needs resulting in outstanding sales performance and store-wide bonuses
* Implemented new inventory policies in store and stockroom that resulted in a 7% improvement in loss prevention over one year

**EDUCATION**

**Per Scholas**, Computer Technician Training, Bronx, NY Mar. 2015

* Earned CompTIA A+ and Network+ certifications
* Completed a comprehensive IT curriculum incorporating a combination of formal instruction and hands-on activities in a real-world working environment