**William Theodore Paulson III**

wm.t.paulson@gmail.com | 253 303 9793

**PROFILE**

Besides a restless desire to make a positive difference, the core of my work ethic is organization and pro-activeness. These traits allow me to meet assignments and goals effectively and efficiently while also providing the ability to better manage high-pressure situations with emotional intelligence and methodical effectiveness. I possess the discipline, integrity, and self-motivation to work independently; but because I value helping others feel safe and respected, I am routinely a valued leader and/or mentor of productive and corroborative teams. Being purposeful about attempting to view a situation from another’s perspective has proved invaluable not just in helping avoid or deescalate conflict, but also integral to my successes as a coach. I believe in leadership through service, choosing to help where needed when possible. My patience, relentlessness, and creativity are integral to my established problem-solving skills, and I have an insatiable desire and aptitude to learn permitting me to diligently seek, understand and take advantage of new tools and resources as needed. These are the traits that I believe will make me a valuable member of your team.

**TECHNICAL EXPERIENCE**

**Field Service Technician: DAVACO INC | AMAZON**

* Amazon stores field technician employed by Davaco Inc
* Managed all on site installation, repair, maintenance, and test tasks
* Diagnosed errors or technical problems and determined proper solutions
* Ensured customer satisfaction before closing of ticket
* Documented processes and produced timely and detailed service reports
* Comprehend customer requirements and make appropriate recommendations/briefings

**System Administrator Intern – CLOVER PARK TECHNICAL COLLEGE**

* Improved Clover Park’s campus resources by building a new file share server, then migrating existing folders, files, groups, and permissions using Robocopy
* Entrusted with creating a Windows Services Update Services (WSUS) server and corresponding network for use by the entire CNISS program; to include an Untangle firewall/router and a Windows server hosting the WSUS, a domain controller and the coinciding users, organizational groups, and group policies improving campus resource availability and bandwidth
* Modernized virtual servers on Clover Park’s campus VMWare Farm, migrated roles and services from obsolete operating systems to Microsoft supported versions and improved virtual hardware specifications
* Took initiative to create a Backup Procedural Manual to help all current and future interns navigate the backup process using CommCell and the Dell TL-4000 media library after noticing that backup system was experiencing errors and backlogs due to transitions and training gaps
* Relied on to troubleshoot system conflicts and errors
* Supported the Network Systems Team by administering networks, active directories, network accounts, and physical and virtual servers as well as Office 365 and Voice Over Internet Protocols.
* Voluntarily assisted the Desktop Support Team with various tasks and projects, to include client/desktop troubleshooting where I prioritized customer satisfaction before closing out tickets and work orders
* One of two students from the Computer Networking and Security program at CPTC to be hired to be a paid system admin intern in the campus IT department - interned four of six quarters

**Aircraft Electrical & Environmental Systems Technician – U.S. AIR FORCE RESERVES**

* Dutifully maintained vital aircraft equipment in error-free conditions essential for the lives of others as well as mission success
* Confidently understood the theory of multiple environments on multiple aircraft and able to troubleshoot to component level, removing and replacing as needed
* Performed critical preventative maintenance on numerous aircraft relying on an extensive knowledge of tools and resources
* Learned to thoroughly understand the value of discipline, following instructions expeditiously and to the best of one’s ability, and of paying attention to detail
* Graduated second in class with an effective 4.0 GPA (96%)

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**LEADERSHIP EXPERIENCE**

**District Manager** **– IDAHO STATESMAN**

* Established a Distribution Center to consolidate resources and immediately advance logistic efficiency and communication while improving long-term profit/loss margins
* Designed, organized, and executed new delivery routes resulting in improved and efficient workflow
* Led a respected circulation and sales representative team of 20-30 confident employees and contractors that consistently led all districts in customer satisfaction and operational goals
* Trained competent and confident employees and contractors
* Ensured customer satisfaction utilizing strong service skills
* Built department and district databases and spreadsheets for improved data collection and communication

**District Manager – ROCKY MOUNTAIN NEWS**

* Merged the circulation operations of multiple publications resulting in increased revenue, concentrated resources, and reduced costs
* Developed and implemented a streamlined and user-friendly fee/payroll process which increased accuracy while decreased the data management man-hours
* Solved the logistical nightmare of Weekend Collating Crews by employing simpler yet more effective processes, establishing and communicating guidelines and expectations, and building a more responsible team
* Led a respected circulation team of 20-30 confident employees and contractors that consistently led all districts in customer satisfaction and operational goals
* Designed and executed new delivery routes resulting in a vastly more efficient workflow
* Built department databases and spreadsheets for improved data collection and communication

**CAREER TIMELINE**

6/20 – Present DAVACO INC/AMAZON | GEEKS ON SITE Field Service Technician

3/19 – 3/20 CLOVER PARK COMMUNITY COLLEGE Systems Administrator Intern

8/17 – 6/18 GOODMAN MIDDLE SCHOOL Para Educator

6/11 – 8/17 PAULSON FAMILY Stay at Home Father

5/05 – 5/11 IDAHO STATESMAN District Manager

5/00 – 5/05 ROCKY MOUNTAIN NEWS District Manager

4/97 – 4/01 UNITED STATES AIR FORCE RESERVE Aircraft Electrical Technician

6/94 -- 1/99 MATSUSHITA SEMICONDUCTOR CORPORATION of AMERICA Chemical Technician

**EDUCATION TIMELINE**

4/20 – Present CLOVER PARK TECHNICAL COLLEGE – Information Technology Bachelor of Applied Science

9/19 – 3/20 CLOVER PARK TECHNICAL COLLEGE – Computer Networking & Security Associate of Applied Science

5/97 – 11/97 UNITED STATES AIR FORCE TECHNICAL SCHOOL – Aircraft E&E Systems Technician Certification

**ACCOLADES**

* Club Defiance Co-Founder and Vice President
* ‘Team Defiant’ Co-Captain for 2020 Collegiate Cyber Defense Competition
* 2019 Scholarship Celebration Student Speaker for Clover Park Foundation
* Linux Club Treasurer | Cyber Club member
* Clover Park Technical College President’s List – Graduated with a 3.96 GPA