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|  | | Bradley  Parksion | | | |
|  | | IT Support Analysts | | | |
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|  | (503) 510-2070 | |  |  | |
|  | bradley.parksion@gmail.com | |  |
|  | 1238 3rd St  Lyons, Oregon 97358 | |  | Experience | |
|  | | |  |  |  |
| Computer Support Specialist Certificated of Completion  *Chemeketa Community College*  June 2016  Certifications  PC Pro Certified  *Test Out*  Dec 2015  TechDirect 1000 Client Foundations 17  *Dell*  July 2018  CompTIA Network +  *CompTIA*  By June 2020 | | |  | Technical Infrastructure & Services  *PNW Veg Co / Salem, OR / Nov 2016 to present*  Key IT Responsibilities:  Create/delete accounts and change permissions using AD and O365  Customer Service via phone, e-mail, in-person and remote:  Support 200+ users including Executive teams  Utilize Track-it a ticketing system that tracks work requests  Documenting processes, procedures and work requests  Manage and support MiTel VOIP phone system  Configure, maintain and support:  O365 suite applications  Windows 7 and 10 OS  Dell PCs and laptops, Surface Pros and Apple iPads  Network  Various servers  Confidential information:  User termination tasks per HR  Litigation holds  Tracking emails  Owner / PC Technician  *Xtreme PCs / Salem, OR / May 2012 present (done in my spare time only now)*  Key IT Responsibilities:  Customer service via phone, e-mail and in-person:  Quickly resolve a wide range of technical issues  Negotiating costs for different PC builds  Experienced in Windows ME, XP, Vista, 7, 8, 10 and Server 2012 R2  Perform quality check of all incoming/outgoing inventory or devices  Update and upgrade PC and laptop devices | |