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| S  B | | Scott  Bush | | | |
|  | | Information Technologist | | | |
|  | |  | | | |
|  | (619)-808-2227 | |  | ABOUT ME | |
|  | mrpsyalchemy@gmail.com | |  |
|  | San Diego, CA - Portland, OR | |  | Exceptional communication skills, teamed with a wealth of technical experience, help me perform tasks above expectations often. Maintaining a perception of recognizing a challenge from adversity, helps to face any obstacle with grace and understanding. I believe in helping others by being generous and respectful. I hope that you feel these qualities would positively influence any environment, as I do. |  |
|  | www.psyalchemy.com | |  |
| Hello there. Here is a bit about my personal time.  I love gaming, skating, swimming, music, and learning new information and technologies. Spending time with family and friends is a priority, and I always try to include everyone in activities. | | |  |
|  | | |  | Your consideration is very much appreciated. |  |
| Aloha POS and Server Management  7 / 10  Research and Data Entry  8 / 10  PC hardware and software  9 / 10  Communication  10 / 10  Networking  6 / 10 EducationG.E.D.Keys Learning Center 1999 - 2000 CompTIA A+ CertificationTech Skills 2003 - 2004 | | |  | ExperienceRemote System AdministratorI3 Verticals / San Diego, CA / 2015 - Present Maintained and repaired hardware and software of client’s servers, terminals, sonicwalls, routers, and wireless devices. Configured and updated credit card processing software, and trained new employees. Each step carefully recorded in careful detail.   * Aloha Software Maintenance, Repair, and Training * Windows Hardware and Software Maintenance * Network and Routing Configuration and Maintenance  Remote Technical Representative IIProductivity Associates Inc. / San Diego, CA / 2013 - 2015 Provided tier two support via E-mail and phone, for hardware and software issues relating to proprietary software. Very thoroughly recording every interaction and suggestion to enter the data into ticketing software, while efficiently multitasking.   * Hardware and Software Diagnostic Evaluation and Resolution * Multitasking, Training and Data Entry * Managing Expectations of Clients and Tier 1 Agents | |
| S  B | | Scott  Bush | | | |
|  | | Information Technologist P.2 | | | |

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| Experience EXTENDEDSystem Administrator / DB ManagerCafe Cartel Systems / San Diego, CA / 2011 - 2013 Configured, installed and maintained Windows software and hardware, with database setup, backup and restore through SQL Server, and networking of sites. Tracked progress of client upgrades, updates and virus/spyware removal, and established contracts with clients..   * Windows Configuration and Maintenance * SQL Database Management * Progress Tracking and Data Entry    Technical Support RepresentativeSony Online Entertainment / San Diego, CA / 2009 - 2011 Provided E-mail, phone, chat and forum support for S.O.E. extensive list of titles, and the Windows components required to run them. Memorizing different system requirements for hundreds of titles, being able to explain them in a relaxed, but technical manor, and escalating through the proper channels were the majority of responsibilities.   * Technical Training and Assistance * Installation and Configuration of Many Versions of Software * Ticketing Software Used for Tracking Progress and Escalation  Assistant ManagerThe UPS Store / San Diego, CA / 2006 - 2009 Ordering inventory, packaging and shipping, processing payments and customer service were integral parts of the position. Data entry, research and Point of Sale configuration were requirements of the position. Managing employees, scheduling and opening/closing the location became added responsibility that I gladly accepted over a short time, to become Assistance Manager.   * Employee Management and Scheduling * Data Entry, Research, and Point of Sale Configuration * Customer Service and Policy Making |

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| --- | --- |
|  | James T - (619)-247-3143 |
|  | Cody W -(619)-730-9367 |
|  | Jennifer H - (760)-580-2859 |
|  | Matthew G - (619)-581-8079 |

CONTACTS

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|  | Dania N - (619)-987-8235 |

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| EXTRAS |
| In my free time, I like to listen to and make music. I play drums and love to jam with friends. Collaborating on artistic projects is very similar to collaborating on technical ones. I also believe in balancing the left and right hemispheres of the brain, for more cohesive interaction.  I hosted ( prior to covid ) regular homeless and community outreach events. Being able to help others with the little I have, helps me appreciate what I have, but also to understand how easily it can all be taken away. I believe we as a society, could and should do more for our sustainability. I attempt to act accordingly.  Most importantly, I believe that respect and awareness are fundamental for a positive environment. My goal is to always treat everyone with the utmost respect and understanding. Working towards a more positive and better work place, will help us work towards a better society. |