**Cilian Roche**

**1108 24th Street Bellingham WA 98225 360-220-5890**

**Email:** cilianroche@gmail.com **LinkedIn:** https://bit.ly/2zpl6Qg **Github:** https://bit.ly/2spThrB

**Systems Analyst**, *Family Care Network*

**February 2019 – Present**

Maintain the hardware and software systems of the company, coordinate with vendors as needed to resolve issues, data backup and recovery, document all cases in ticket system, Active Directory, DNS, DHCP, and Group Policy management, Citrix apps, support Windows, Linux, Office 365, and Mac OS, image new desktops/laptops, quoting and purchasing of IT products, updating and maintaining technical documentation, training of employees on computer use best practices, working with IT team to insure the success of the company.

**IT Intern**, *Mount Baker School District*

**November 2018 – February 2019**

Troubleshoot and resolve tickets, install and configure network hardware including APs/printers/phones, make custom length ethernet cables, install/configure/troubleshoot Windows desktops, Active Directory and Group Policy management, assemble Chromebook carts, configure Chromebooks for students, breakdown computer labs, explain IT policies to users/employees, instruct users/employees on new tech, clean and maintain server rooms and IT office.

**Library Student Technology Aide**, *Bellingham Technical College*

**September 2018 – November 2018**

Assist library staff in providing student technology support, answer general technology related questions, troubleshoot general technology issues, assist in documenting technology interactions, assist in development and teaching of technology workshops, contribute to creation of technology guides, organize and maintain program equipment, assist with Microsoft Office 365 accounts, troubleshoot Microsoft Office 365 issues.

**Supervisor/Laborer**, *Whatcom gutter & Roof Cleaning*

**April 2016 – September 2018**

Supervise job sites, uphold safety requirements, clean and maintain roofs/gutters, pressure wash roofs/concrete surfaces/decks.

**Kitchen Manager/Pizza Cook**, *Mckay’s Taphouse & Pizzaria*

**January 2017 – September 2017**

Manage delivery drivers, manage kitchen, toss dough, prepare pizzas, prepare grinder sandwiches, clean and maintain kitchen equipment, take phone and counter orders, balance kitchen books, balance driver books, cash handling, customer service.

**Care Manager/Caregiver**, *private in-home care*

**April 2014 – April 2016**

Provide primary care for an Alzheimer's patient, create care plan for patient, create daily activities for client, track and document habits and behavior of client, bathe client, cook for and feed client.

**Caregiver**, *Visiting Angels*

**October 2013 – April 2014**

Provide primary care for Alzheimer's/stroke/Parkinson’s clients in their home, create care plan for clients, create daily activities for clients, track and document habits and behavior of clients, bathe clients, cook for and feed clients, worked with up to 8 clients per day.

**EDUCATION**

**Computer Networking AAS**, *Bellingham Technical College*

Received the Dean’s list honor for Winter 2017, Spring 2017, and Winter 2018. GPA = 3.83

Also received the Certificate Of Merit from BTC Networking Program

**CNA Certification**, *MedPrep Everett*

Studied to receive my nursing assistant certification.

**CERTIFICATIONS & SKILLS**

PowerShell

Python

CompTIA A+ Certification

CompTIA Network+ Certification

CompTIA CIOS

Microsoft 70-698 Certification

BTC Computer Network Support Certification

HTML

References available on request