**Lisa Hood, DFE**

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# IT TECHNICIAN

I am a dedicated and hardworking computer lab technician with proven experience and strong educational background. Please see my experience, educational background and qualification that would make me a favorable candidate for this position and an asset to your team.

**EXPERIENCE HIGHLIGHTS**

* 30 + years Customer Service
* Team Leadership, Supervising and Training
* Training Manual Writing
* LAN / WAN Connectivity
* Microsoft Office Suite Windows 7, Window10, Parted Magic, DBAN,
* Virus Detection and Removal

**EDUCATIONAL DEGREES / CERTIFICATES**

Computer Information Systems (CIS), Edmonds College, Lynnwood, WA 2017

ATA – Network Technology

ATA – Information Security and Digital Forensics

* Desktop Support Certificate
* Server Administration Certificate
* Network Installation and Computer Support Certificate
* Digital Forensics Certificate
* Network Security Specialist Certificate
* Digital Forensic Examiner Certificate

**RELEVANT EXPERIENCE AND EMPLOYMENT HISTORY**

**Tech Lab Manager**, CIS Department, Edmonds College, Lynnwood, WA May 2018 - Present

* Manage the computer information systems lab related hardware and software.
* Supervise and train students in hardware and software as part of their college internship and degree program.
* Receive, clean, refurbish, and repair hundreds of used computers from around campus and prepare them for the department’s computer loaner program.
* Maintain confidentiality of sensitive material and information.
* Effectively manage time and prioritization of tasks to meet deadlines.
* Maintain inventory of incoming and outgoing computers, monitors, keyboards, mice.
* Assist CIS instructors and students by preparing relevant computer hardware and software needs for lab work and classwork setups for on and off campus instruction and virtual learning instruction.
* Communicate with professionalism, courteousness, and composure with faculty, staff, and students.
* Created a policy and procedures manual for the department’s computer tech lab.
* Created a database in Google Docs and Google Sheets for the student computer loan program to allow tracking of computers and other peripheral equipment.
* Assistant to the instructor and to the students of the CompTIA hardware and software classes.

**Volunteer Lab Manager**, CIS Department, Edmonds Community College Sept 2017 – May 2018

* Assisted with in-class course setup, and assisted with student hands-on-labs and troubleshooting.
* Assisted with image deployment, and setup of digital forensics and information security computer lab.
* Identified, analyzed, and resolved technical problems in a professional manner by providing guidance to students on various software programs and equipment.
* Ensured proper use and security of all computers, electronic devices, and storage cabinets according to the policies and procedures of the for open lab use in the classroom environment.

**Volunteer Oso Project** June 2014

* Assisted in building computers and installing software for Oso, WA mudslide survivors’.

**Mortgage Loan Closer,** Flagstar Bank, FSB, Retail Division, Bellevue, WAApril 2013 – November 2013

* Worked in a paperless environment.
* Prepared closing documents for FHA, VA, and Conventional loans while staying within the parameters of both state and federal regulations.
* Reviewed all disclosed TIL’s and GFE’s for violations using RESPA and MIDA guidelines and regulations.
* Cleared and resolved any title issues.
* Reviewed HUD-1’s, AKA Settlement Statements, for seller and borrower fees per purchase and sale agreement, balancing funds for disbursement purposes and for RESPA violations.
* Sent closing docs electronically to escrow within specified time frames.

**Senior Mortgage Loan Closer III,** Alaska USA FCU, Anchorage, AK January 2009 – November 2011

* Worked in a paperless environment
* Prepared closing documents for FHA, VA, Conv, RD, AHFC, Assumptions and Co-Mortgage Release loans while staying within the parameters of both state and federal regulations.
* Reviewed all disclosed TIL’s and GFE’s for violations using RESPA and MIDA guidelines and regulations.
* Cleared and resolved any title issues.
* Reviewed HUD-1’s, AKA Settlement Statements, for seller and borrower fees per purchase and sale agreement, balancing funds for disbursement purposes, and for RESPA violations.
* Sent closing docs electronically to escrow within specified time frames.
* Reviewed funding packages for proper execution of documents.
* Created electronic shipping and collateral packages meeting delivery deadlines.

**Volunteer Cleanup Crew,** Alaska USA FCU, Anchorage, AK May 2011

* Worked with several employees, along with the DOT of Alaska, cleaning the Seward Hwy and Mirror Lake Park.