## Summary of Qualifications

An information technology professional with proficiency in a wide range of tasks and technologies and over 10 years of experience in customer service.

## Education

### *High School Diploma* Graduated June 2005

### Auburn Riverside High SchoolAuburn, WA

## WORk Experience

### *IT Systems Analyst* July 2021 – Current

### Apex Systems/Brooks Running (contract) Seattle WA

* Triage and handle client tickets in ServiceNow and assign to other techs as necessary
* Manage and consolidate current documentation
* Communicate via ticket, e-mail, phone and in-person to all users from CEO to secretary.
* Create and manage account creation/deletion, including user hardware and Microsoft Endpoint Management.

### *IT Consultant* March 2019 – February 2020

### 501 Commons Seattle WA

* Assigned various non-profit clients for weekly or bi-weekly visits.
* Implement, schedule and maintain all projects, tickets, user training.
* Communicate via ticket, e-mail, phone and in-person to all users from CEO to secretary. Being ‘the face’ for all customer needs.
* Maintain client’s knowledge base and create documentation as necessary.
* Analyzing and diagnosing a company's IT infrastructure, understanding a client's business needs and designing and implementing a technology solution.

### *Helpdesk Support Technician* Feb 2018 – October 2018

### Teksystems/Bungie Inc (contract) Bellevue WA

* Provide e-mail, ticket, and in person support for all technology needs of our users
* Manage user needs across a wide variety of issues, including basic training to special projects and custom requests.
* Organize and maintain storage and work areas.
* Help create workflow policies.
* Manage, repair and deliver technology as required.
* Order and maintain inventory and required by the IT team.

### *Systems and Support Engineer* December 2016 – February 2018

### Wow Technologies Tukwila, WA

* Provide e-mail, phone, and in person support for all technology needs of our customers (internal and external).
* Manage customer needs across a wide variety of issues, including basic training to special projects and custom requests.
* Implement one off technology requests, for example ADFS integration or Office 365 migration.
* Maintain a shared hosting environment across Unix, Apple and Windows Hardware. Also provide to any customers as needed. Manage and Maintain a WHMCS billing install and cPanel integration.
* Provide all internal user technology requests, from printer setup to software install to equipment requests.
* Teach new employees and customers technologies and skills as needed.
* Help manage a maintain multiple VOIP systems. (Ringcentral, Freedomvoice, Asterisk, Skype).
* Manage and implement all customer O365 implementations, using various 3rd party tools (insight, Skykick, Ingram Micro).
* Create and setup AD, Exchange, and Phone accounts for various systems. Work with other employees to request access for other services as required.
* Manage and maintain legacy and hybrid systems as needed.
* Every hat you could imagine an internal or external client might need. Always up to learn a new skill!
* Manage customer tickets as they arrive and create new tickets for any issues that come in via e-mail or phone.
* Continually Seek to expand my skills and knowledge related to technology during downtime.
* Provide on-site training as needed for customer projects and requests.
* Maintain all server software and hardware, including all windows roles from windows server 2003 to server 2016 with a focus on Virtualization, remote desktop, and customer services.
* Install and maintain shared, managed and unmanaged equipment across an 18000 sq/ft datacenter.
* Provide access and assistance to customers inside of the datacenter.
* A master at google-fu and researching solutions for the strangest problems.
* Managed migration and integration of Dick’s Drive-in to google suite, along with recommendations on a digital menu display and cloud POS support.

### *IT Analyst* March 2015 – Dec 2016

### American Retail Supply/Tech Kent, WA

* Provide e-mail, phone, chat and in person support for all technology needs of our customers (internal and external).
* Helped customers upload and configure their card reader and related sales items, including taxes, SKU and label creation.
* Manage customer tickets as they arrive and create new tickets for all arriving customer issues.
* Maintain all server software and hardware, including all windows roles from windows server 2003 to server 2012 R2 with a focus on Hyper-V, remote desktop, and active directory services.
* Configure networking, both wired and wireless, including SonicWALL management and physical cable creation and installation.
* Configure and maintain internal and external user workstations and point of sale equipment.
* Seek to constantly expand my skills and knowledge related to technology during downtime.
* Administrate all features and aspects of office 365, from initial concept to integration and final installation. Including azure integration and maintenance.
* Administrate backups, anti-virus, windows, and software for 500+ external clients and 50+ internal users across 3 sites.
* Troubleshoot and maintain RMS Point of sale, RMH, and Tabby for various retail locations.
* Manage and maintain internal telephony for all users across 3 sites via MPLS. (Mitel 5000).
* Every hat you could imagine an internal or external client might need.
* Teach new employees and customers various technologies.
* Manage and maintain legacy and hybrid systems as needed.

### *Resolution Lead* October 2013 – March 2015

### Amazon, Inc. Seattle, WA

* Provide e-mail, phone, and chat-based support to associates as needed.
* Take customer escalations over chat and phone.
* Complete all assigned projects and search out new ones as needed.
* Continually improve my skills and knowledge and find ways to improve company processes.
* Escalate any systemic issues.
* Troubleshoot any customer or associate issues with all amazon services and products both internally and externally.
* Manage and submit tickets for issues as needed.

### *Digital Specialist* August 2011 – October 2013

### Amazon, Inc. Seattle, WA

* Provide phone support on many different amazon issues and services.
* Dynamically troubleshoot all major and minor issues with kindle devices, applications and services.
* Maintain knowledge of all current and future amazon kindle products.
* Engage in projects when requested to do so along with normal duties.

### *Senior Game Advisor* October 2006 – August 2011

### Gamestop, Inc. Auburn, WA

* Provided customer service selling video games and creating product awareness while promoting highly featured merchandise and gaining customer satisfaction and loyalty that lead to the #1 store in the district multiple years running.
* Served in a lead-based position fulfilling minor management duties including the training of new employees.
* Manage multiple employees throughout the week and maintain proper sales and customer service behavior.

## technical skills

* **Computer Languages:** Basic knowledge of SQL, C#, java, php and other web technologies. Knowledge of PowerShell and both Windows/Unix command lines.
* **Computer Software:** Office 2010, 2013, 2016, Office 365 and related tools. ConnectWise, Kayako, Labtech, and various backup solutions. Microsoft RMS, RMH, Tabby. Receipt printer and point of sale peripheral software, OPOS and Windows. Printer setup and management. Various cloud software for point of sale and Windows. Azure and ADsync/connect. ADFS and various integrations. cPanel and various web technologies. Slack. SCCM and SCOM. AD and WSUS.
* **Operating Systems:** From Windows 98 to 10 and Server 2000 thru Server 2019. Various Linux distros including Debian, Ubuntu, and CentOS. Basic knowledge of OSX troubleshooting and setup. Android and IOS
* **Administration and Virtualization:** All aspects of systems administration from initial concept to implementation and maintenance. Network administration and maintenance of all network and telephony equipment. Managed virtualized infrastructure ran on Hyper-V, Xen, ESXI. Manage and maintain legacy and hybrid systems as needed. Willing to learn additional skills as required.