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| Curtis DeLong | 7131 38th St NE  Marysville, WA 98270  **(425) 770-0712**  **Curtdelong@live.com** | |
| My goal is to further my career in business management and to provide excellent support to both the customers and our team.EXPERIENCESuddath, Redmond — *Associate Project Manager, Technician Lead* 2016 - PRESENT ***Associate Project Manager*** - Responding to service requests, Coordinating solutions for service requests, Performing initial walkthroughs to determine scope of projects, and providing customer support.  Accomplishments:   * Designed specialized equipment to move network racks through tight doorways * Developed new tracking methods for labor and revised project timesheets to streamline data entry * Helped develop new project planning tools that was implemented company wide * Lead numerous moves of product valued in the hundreds of thousands to millions with near zero loss   **Computer Technician Lead** - Responsible for Computer and Server installation, Cable Management, Help Desk support, Cable tracing, Hardware installation, Switch and KVM renaming Heartland Automotive, Bellevue — Assistant *Store Manager, Lead Customer Service Advisor*2014 - 2016 Customer relations, troubleshooting complex systems through deductive reasoning and diagnostic testing, production management, and product inventorying Limerick Properties LCC, Kirkland — *Maintenance*2010 - 2013 Responding to service requests, sourcing outside contractors, performing miscellaneous repairs, interviewing potential renters US Archive and Imaging, Redmond — *Project Manager / Scan Technician*2010 - 2011 Digitizing microfilm and paper documents, Overseeing project production, Communication with international partners, handling service requests, data entry, Scanner maintenance | | SKILLS  * Computer assembly and troubleshooting   Soldering small electronics and cables  Server installation and cable management  Project and production management experience  Quick learner  Leadership  Customer Service SOFTWARE EXPERIENCE C++, Java, Cisco, HTML, XML, Smartsheets, CBRE 360, Microsoft 365, and Microsoft Office suite. EDUCATIONCascadia, Bothell — *Computer Science (In Progress)*Network+ *(In Progress)*Server+ *(In Progress)*PROJECTSCustom PC Builds — *Consulting and Assembly*  Providing up to date and customized advice for computer solutions including home office, media production, and gaming. | |