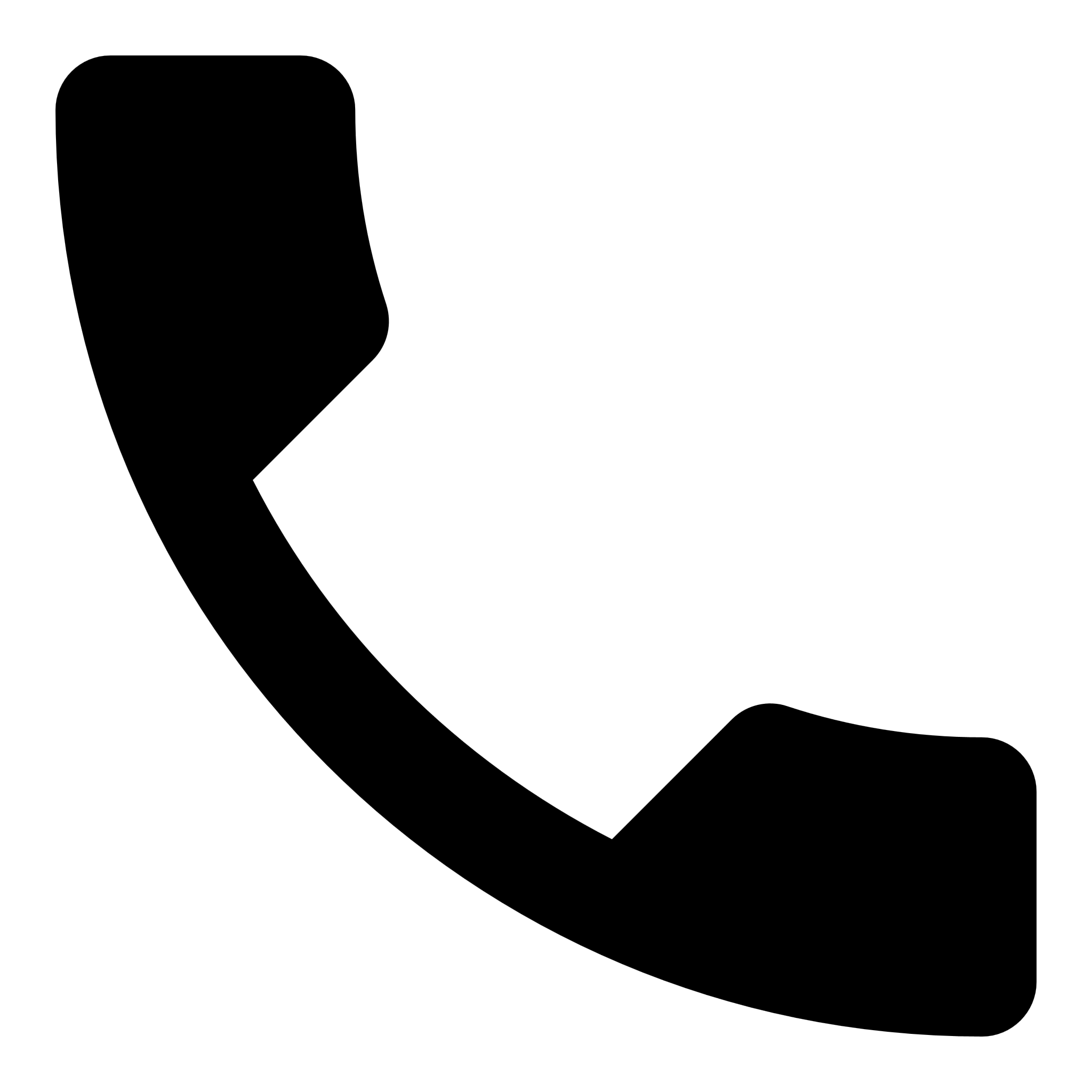
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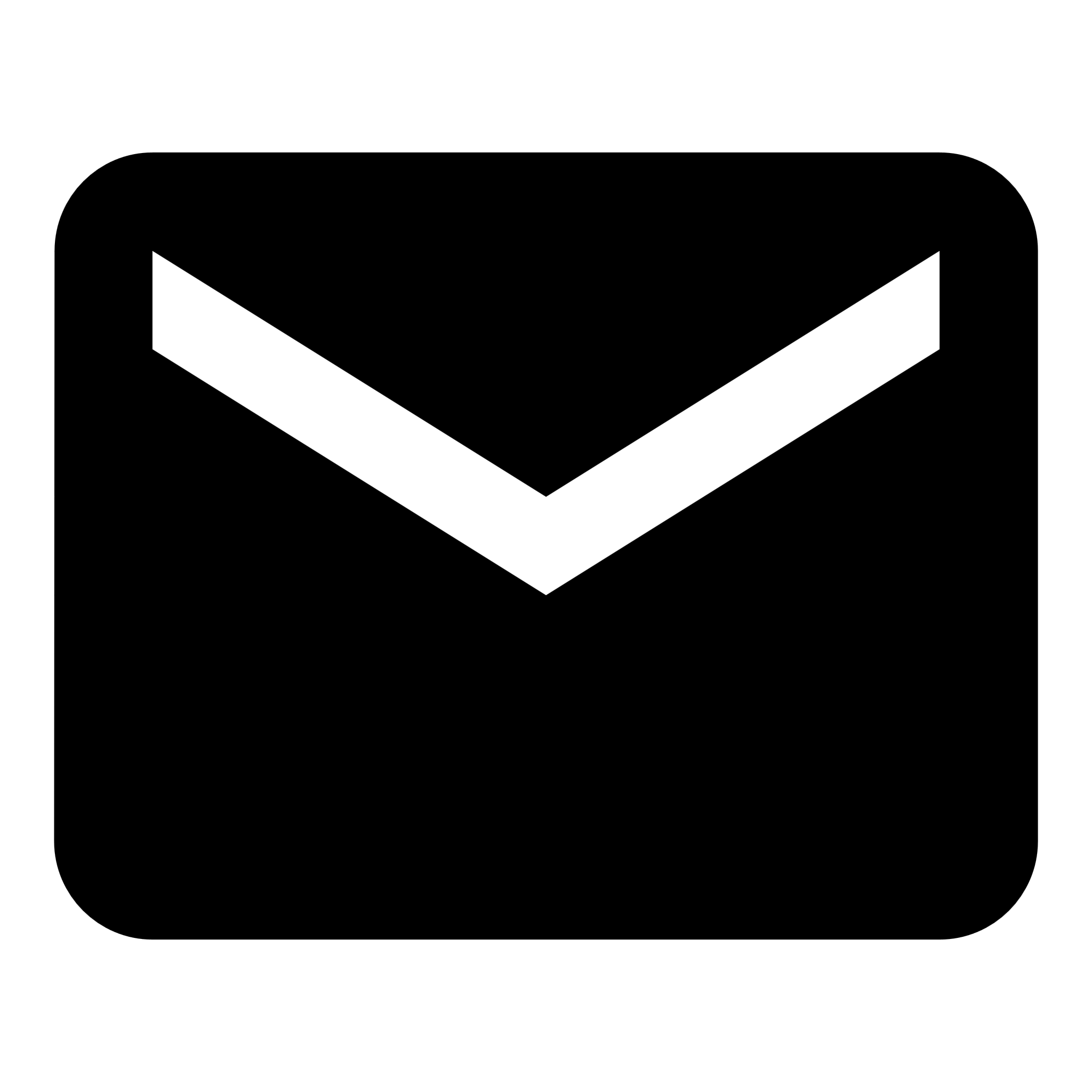
Josef Tuttle



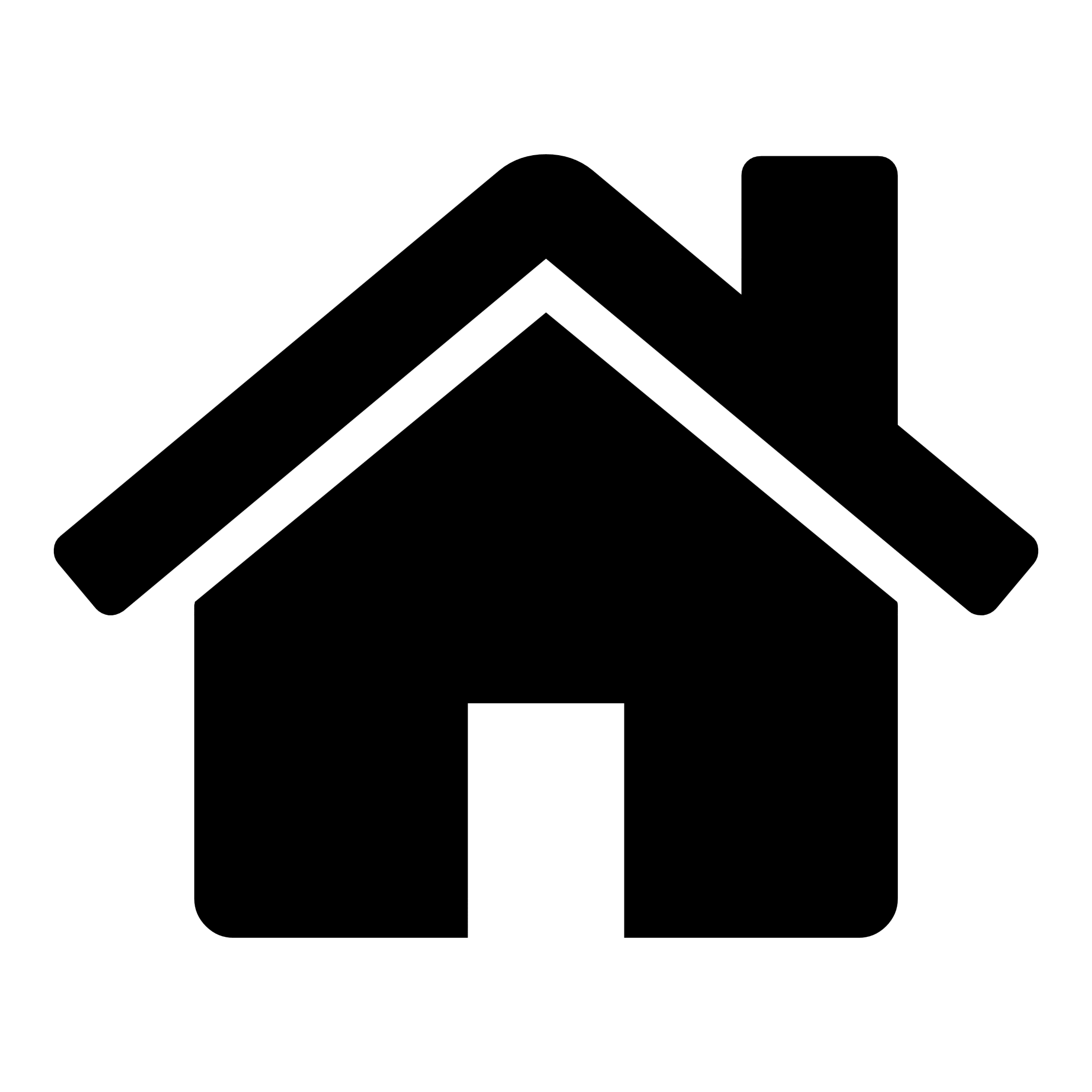
Detail-oriented professional with over seventeen years of experience in both IT and restaurants as a Project Manager/Implementation Specialist.

Superior written/oral communication skills and exceptional customer service skills. Capable of explaining complex hardware/software issues using non-technical terms for the end-user and providing exceptional customer service.

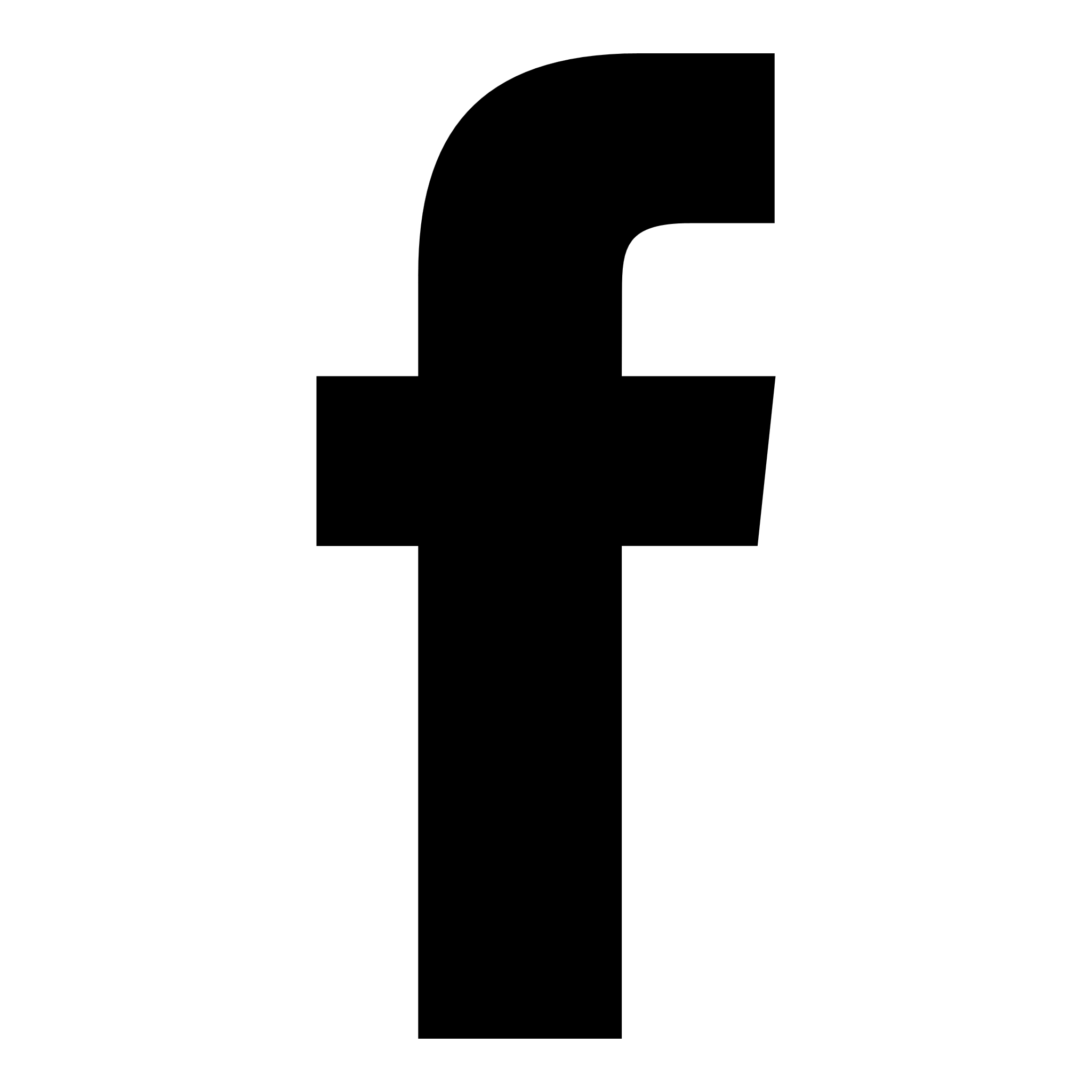
(360)773-5608

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PO Box 65574, Vancouver WA 98665



[Joe Tuttle](https://www.facebook.com/joe.tuttle.754)



[Joedawg321](https://twitter.com/joedawg321)

**EDUCATION**

**WORK EXPERIENCE**

**Project Manager**

[**Information Systems & Supplies**](http://www.iss4pos.com) **| Vancouver, WA | 6/2019 – 2/2021**

* Provide clients with technical support for point-of-sale hardware and software problems.
* Install and configure wired and wireless networking equipment.
* Install new point-of-sale terminals and peripherals ensuring integration with existing network hardware.
* Troubleshoot network connectivity problems and user access issues.
* Perform routine maintenance and repairs to point-of-sale equipment.
* Led client training classes on use and troubleshooting of point-of-sale hardware and software.

**Windows NT MCSE Training | 1999**

[**University of Phoenix**](https://www.phoenix.edu/) **| Hillsboro, OR**

Prepared for a career in the field of networking and PC support with a focus on upgrading and installing computer hardware and software, troubleshooting PC software issues, like viruses, spyware, and malware, configuring networking equipment, like routers and switches, designing small to medium networks and addressing schemes, and troubleshooting network connectivity problems. The program had a heavy emphasis on hands-on learning through laboratory activities using actual hardware. The curriculum was designed to prepare students for industry standard certification exams for Microsoft Windows Server Certifications.

**Microcomputer Support Program | 1996**

[**Clark College**](http://www.clark.edu/) **| Vancouver, WA**

Learned to help end-users install hardware and software on their computers and provide technical assistance. Participated in work experience classes as part of this program. Learned effective communication skills and problem-solving abilities. Technical skills covered included microcomputer hardware and software, operation systems, application software, computer networks, organizational abilities, and professional development.

**Lead Implementation Specialist**

[**Alpine Payment Systems**](http://www.alpinepaymentsystems.com) **| Vancouver, WA | 5/2017 – 7/2018**

* Provide clients with technical support for point-of-sale hardware and software problems.
* Install and configure wired and wireless networking equipment.
* Install new point-of-sale terminals and peripherals ensuring integration with existing network hardware.
* Developed and maintained training materials for co-workers/clients in the proper use of point-of-sale hardware and software.
* Troubleshoot network connectivity problems and user access issues.
* Perform routine maintenance and repairs to point-of-sale equipment.
* Led client training classes on use and troubleshooting of point-of-sale hardware and software.
* Enter clients’ menu information into point-of-sale software and configure point-of-sale software to clients’ specific needs.
* Performed product demonstrations to potential clients for the Sales Team.
* Install/Terminate networkcabling.

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**SKILLS & KNOWLEDGE**

**WORK EXPERIENCE CONTINUED**

**Lead Support Specialist**

[**Evosus, Inc**](http://www.evosus.com/) **| Vancouver, WA | 12/2014 – 3/2017**

* Troubleshot and solved programming issues.
* Monitored, tracked and documented support calls and related activities in help desk system.
* Assisted other departments (Development, Implementation, Quality Assurance, Data Conversion and Training) with technical issues.
* Assist other Support Specialists on issues requiring advanced technical skills.
* Served as Product Expert to other team members and departments.
* Adjusted Help Desk Scheduling in Support Managers absence.
* Participated in special events (User Conference, tradeshows).
* Peer mentoring to support departmental policies and procedures.
* Collaborated with Support Manager to identify areas for process improvement in Support and inter-departmental procedures.
* Exceptional Customer Service
* Excellent Communication
* Highly Organized
* Microsoft Windows (7, 8, 10)
* Windows Server (2008, 2012)
* Microsoft Word
* Microsoft Excel
* Microsoft Outlook
* Computer repair/upgrades
* Wired/Wireless Networking
* Typing (60 WPM)
* 10-Key (By Touch)
* CAT5/6 Installation/Termination
* Forklift/Pallet Jack Operation
* Various Point-of-Sale Hardware/Software

**Project Manager**

[**Information Systems & Supplies**](http://www.iss4pos.com) **| Vancouver, WA | 8/2000 – 11/2014**

* Train and supervise staff and participate in staffing decisions.
* Provide clients with technical support for point-of-sale hardware and software problems.
* Install and configure wired and wireless networking equipment.
* Install new point-of-sale terminals and peripherals ensuring integration with existing network hardware.
* Developed and maintained training materials for co-workers/clients in the proper use of point-of-sale hardware and software.
* Troubleshoot network connectivity problems and user access issues.
* Perform routine maintenance and repairs to point-of-sale equipment.
* Led client training classes on use and troubleshooting of point-of-sale hardware and software.
* Enter clients’ menu information into point-of-sale software and configure point-of-sale software to clients’ specific needs.

**INTERESTS**

* Home Brewing
* Outdoors
* Network Security
* Web Design/Applications
* Graphic Design