**RICHARD L. FITZER II**

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(253) 318-1482

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**OBJECTIVE**

To find a long-term position with a thriving company that allows my employer to fully benefit from my growing knowledge of Information Technologies.

**RELEVANT SKILLS**

* Microsoft Windows desktop operating systems, Active Directory, Microsoft Azure Active Directory, Exchange (2007-Microsoft 365), Microsoft Office products (2007-Microsoft 365), Microsoft SQL servers databases, Windows HyperV and VMWare ESXi hypervisors, IIS web services, Microsoft 365 implementation and administration, Amazon AWS and other cloud storage products, Citrix environments, cloud spam filtering services, server monitoring, professional antivirus, DHCP, DNS, Linux
* Network equipment: Switches (Cisco, Netgear, HP); Firewalls (WatchGuard, SonicWall, Meraki)
* MSP support systems: ConnectWise solutions such as Manage and Automate
* Remote software: Screen Connect, Lab VNC, Tight VNC, GoToAssist, Team Viewer, LogMeIn Rescue Me
* Mobile platforms such as Android, iOS, Windows RT, Windows CE
* Knowledge of popular basic desktop applications
* Printer deployment and management
* Strong hardware experience in workstation and server environments
* A passion for maintaining current and accurate documentation. Shared knowledge is key.

**RELEVANT EMPLOYMENT HISTORY**

07/2013 – 10/2019                                                                   Tukwila, WA

BlackPoint IT Services

Service Desk Associate Consultant

10/15 – 9/16 Bellevue, WA

Hawley and Associates

Contract IT

**EDUCATION**

Green River Community College, Auburn WA Associates in Arts Degree

Stadium High School, Tacoma WA Diploma

**REFERENCES**

|  |  |  |
| --- | --- | --- |
| Steve Olson | 206-491-6712 | steveohyes@hotmail.com |
| Samantha Gonzales | 253-202-5498 | sammylynn921@gmail.com |
| Jeff Moreau | 206-356-0540 | jeffmoreau@comcast.net |

**ACCOMPLISHMENTS**

BlackPoint

* Promoted from a Tier I helpdesk technician up to Associate Consultant
* Revised documentation and knowledgebase for technical staff by assisting migration to cloud-based knowledgebase
* Authored extensive and client specific procedures
* Became 1 of 2 sole technical resources for internal user onboardings
* Assisted in composition of training schedule for internal employees
* Trained an acquired after hours helpdesk team
* Became 1 of 2 sole technical resources for customer SPAM filter implementation
* Spearheaded cleanup project to rid our clients of retired support tools
* Launched internal Active Directory/Connectwise audit and cleanup project
* Assisted in implementation of Microsoft Teams

Hawley and Associates

* Assisted in deployment of Cisco Meraki solution
* Assisted in domain migration
* Windows 7 to Windows 10 upgrades and profile migration
* Configuration and deployment of point-to-point VPN