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| riley mcgowen Experience **American Farms Consulting – IT Technician/Security Compliance** – June 2019 – February 2020   * Setup and maintenance of IP camera systems * Adhering to I-502 security regulations * Installation & maintenance of AirMAX and UniFi equipment   **ZoomHash, LLC.** - **Assistant Operations Manager** – July 2018 – October 2018   * Overseeing teams of supervisors, leads, and technicians * Acquiring and accommodating new clients from online marketing * Online marketing consisted of social media management as well as blog posting * Assist CEO & Director with operations management and office administration * Helping CPA with accounts payable & receivable * Use Bill.com for accounts * Order supplies for office and technical operations * B2B and B2C sales   **ZoomHash, LLC.** - **Site Supervisor** – May 2016 – September 2018   * Customer support * Purchasing equipment and hardware for customers and the company   - Inventory management for client & company assets   * Assisting with performance reviews * Being an assistance to upper-management * Keeping the team working efficiently and diligently * Lead role in emergency response situations * Assisting with the scheduling of employees * Ensuring effective team collaboration * Training and working with technicians   **ZoomHash, LLC.** - **Snr. Lead Technician** – April 2016 – September 2018   * Diagnosis and maintenance of client hardware & software * Lead deployments of client hardware & software * Handle & process returns/RMA for client's * Advanced technical customer support * Solve emergencies & urgent issues * Administrate Linux & Windows servers * Balancing 3-phase & single phase PDUs, as well as upstream circuit breakers * Train team of technicians on providing support for clients * On-call for emergencies * Racking, IP assignment, and server configuration   **ZoomHash, LLC.** - **Computer Technician** – June 2015 – April 2016   * Administrate and diagnose Linux & Windows machines * Assess and repair/replace computer hardware * Installing and administration of software systems * Racking and configuring ASIC miners * Direct customer support  skills  * Operations management * Technical troubleshooting & support * In-depth troubleshooting and diagnosis of hardware & software * Windows & Linux system administration * Software & hardware deployment (racking, configuration, etc.) * Cryptocurrency mining operations * Ticketing systems (e.g. Zendesk) * Emergency response * Executive and upper-level management assistance * Office administration * Accounts payable & receivable (Bill.com) * Supervising * 91 wpm typing speed certificate  accomplishments  * Came into ZoomHash with a running start of technical expertise * Over doubled my pay within 3.5 years of working * Assisted with executives in the company * Was promoted to a managerial role at the age of 22 with my own office * Effectively managed three facilities * Received recommendation from old ownership of ZoomHash on LinkedIn  EDUCATION **High School Diploma** - Insight School of Washington References **Lynn Lyons** – CEO at Sow the Seeds  (509) 264-9714  **Shad Harlan**  – Fmr. Supervisor at ZoomHash **Jared Richardson** – Fmr. Manager at ZoomHash  (509) 860-6776 (714) 599-1974 |
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