Curtis White

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# EXPERIENCE

Support Technician I, Sea Mar Community Health Centers

5/2020-Present

* Configure, install, diagnose, repair, and maintain for 3000+ users computer hardware, peripherals, and software.
* Provide first-level contact and problem resolution for all users with hardware, software and application problems using iSupport ticketing system.
* Image and configure new desktops/laptops using Symantec Ghost software.
* Create and modify user accounts in Active Directory and Exchange.
* Communicate problems and/or patterns of errors with other support staff and other appropriate IT staff.
* Manage deployment, configuration, and maintenance for Kronos and TempGuard systems.
* Troubleshoot LAN and wireless connectivity issues.

Support Technician I, Sea Mar Community Health Centers

IT Support, TEKsystems, Contracted With Sea Mar Community Health Centers

11/2019-5/2020

* Lead installer for Epic deployment at Sea Mar locations.
* Configured and installed over 2500+ workstations throughout Sea Mar facilities.
* Performed scripts in Epic EMR for pilot TDR.
* Supported entire medical department for Epic EMR Go-live event.

Delivery Expert, Domino’s

4/2019-11/2019

* Efficiently assembled and delivered orders.
* Proficiently processed orders in person and over the phone.
* Cash handling, maintenance, and support of location during closing.

CERTIFICATIONS

* CompTIA Security+
* CompTIA Network+
* CompTIA A+

SKILLS

* Active Directory
* Microsoft Exchange
* Remote access tools: Dameware, RDP, AnyDesk, VNC, etc.
* Workstation configuration, management, & maintenance
* Operating Systems: Windows, Linux, Android, & iOS
* Hardware and software installation
* Troubleshooting/technical support
* Problem Solving

EDUCATION

* Kentwood High School
* High School Diploma