‍‍Paxton Tabat

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**Objective**

* To work in a dynamic professional environment with a growing organization and utilize my creativity and innovative thinking for benefit of the organization and myself.

**Education**

**Associate of Applied science | 5/2014 | college of southern nevada**

* Major: Computing and Information Technology – Networking Emphasis
* Related coursework: Cisco CCNA Routing & Switching, Project Management, Data Cabling, Linux, A+ and Net+ coursework

**Skills & Abilities**

* Excellent customer service and communication skills in person, over the phone or via email
* Ability to learn and retain information in a fast-paced environment
* Exceptional ability to analyze and resolve complex issues
* Sound knowledge of core network technologies such as DHCP, DNS, etc
* Knowledge of the Cisco command line interface and equipment
* Extensive hands-on experience installing and troubleshooting desktop/laptop hardware and software
* Ability to convey complex technical information to non-technical people

**Experience**

**IT Technician | Legends – Sky View Observatory | 05/2018 – 01/2020**

·Ensure pre-opening walk-throughs are completed to ensure all systems are operations prior to the attraction opening.

·Provide technical support for applications including ticketing and POS hardware/software

·Working with 3rd party system providers, diagnose issues and ensure they are addressed

·Provide troubleshooting for infrastructure problems and escalating to external providers as necessary

·Oversee software maintenance of applications

·Maintain a high level of system support to end-users at all times

·Ensure replacement of defective POS, related hardware and audio-visual equipment

·Ensure an inventory of all POS and audio-visual hardware and network devices is maintained and ensure broken equipment is repaired/replaced

·Ensure all technical support issues are logged in Service Now ticketing system

·Work with outside partners on implementation, maintenance and support of desktop, network and server infrastructure components

·Maintain a thorough knowledge of the organization and adhere to all organizational technology standards

**Help Desk Tier 2 | The Odom Corporation | 10/2017 – 3/2018**

* Utilize Cherwell ticketing system to create and track issues as well as run reports and asset management
* Answer phone calls and emails to provide technical and customer support
* Network monitoring via Solarwinds
* Use Microsoft Active Directory and Hyena AD Management to create new users, reset passwords and manage groups
* Support conference room AV equipment (Crestron control system, distribution center, and media transmitter)
* Image and deploy desktops and laptops over the network via PXE
* Install, configure and troubleshoot Windows 7, 8, and 10, Server 2012 and Server 2016 operating systems
* Utilize Microsoft Exchange Management Console
* Utilize Citrix Director to control and monitor virtual desktops and applications
* Use TightVNC to remote into end user computers and various servers
* Support and troubleshoot various hand-held devices such as CN70, MC65, Bobcats and Zebra printers
* Support and troubleshoot hand-held applications such as eoStar, MEI Easitrax, and Midas
* Support and troubleshoot AS400 program System 21
* Support and troubleshoot mobile devices such as iPhones, iPads, and Android devices
* Manage and order mobile devices through Verizon
* Order new user and replacement computers and accessories on CDW
* Create logon scripts for new users
* Create knowledge base articles

**IT Service Desk Technician | Weyerhaeuser | 8/2016 – 8/2017**

* Utilize Cherwell ticketing system to create and track issues, run reports and asset management
* Answer phone calls and emails to provide technical and customer support
* Use Microsoft Active Directory and LDAP to create new users, reset passwords and manage groups
* Provide support for SharePoint, Office 365, Skype for Business, and IAM
* Administer user ID’s and passwords for various software systems
* Setup and support of end user equipment such as monitors, phones, etc
* Develop and maintain functional user documentation (knowledge base articles)
* Identifying opportunities for process improvements and assisting in implementing solutions
* Management and resolution of escalated incidents and service requests assigned via Cherwell
* Place Dell service calls for hardware replacements
* Imaging personal computers and laptops
* Coordinating and collaborating with other technical departments to provide excellent support
* Provide technical support for conference room equipment such as Microsoft Surface Hub, Polycom Skype conference phones, Samsung tv's and Logitech web cams.
* In collaboration with IT Security I headed a project to reorganize the company file system by using ADUC, LDAP, and Varonis Datadvantage to identify all AD groups under the HRMS department and determine their function and ownership and if the group and all associated files should be saved, renamed, or deleted.

**NOC Technician | roberts communications network | 7/2015 – 7/2016**

* Utilize SNMP monitoring software (Castle Rock) to monitor network
* Answer phone calls and emails to provide network support
* Create and track tickets for any issues
* Troubleshoot network issues and work with service providers to ensure network stability
* Utilize Cisco CLI to troubleshoot or configure devices
* Disaster recovery site testing
* Packet troubleshooting with Wireshark
* Manage Linux and Windows servers

**Technical Support | Asurion | 4/2015 – 7/2015**

* Provide over the phone technical support for mobile devices and all related peripherals
* Create and track tickets for any issues
* Use company knowledge base to solve complex issues
* Coordinate with lead technicians to solve complex issues

**Help desk Technician | dtt | 10/2014 – 4/2015**

* Provide over the phone technical support for DTT’s proprietary surveillance equipment
* Troubleshoot surveillance equipment’s integration to the point of sale systems for receipt overlay
* Trouble shoot Point of Sale software (Micros, Subway POS, Aloha, etc.)
* Configure and troubleshoot industry standard network equipment
* Create and track tickets for any issues
* Use remote access tools like LogMeIn, join.me and TightVNC
* Use company knowledge base to solve technical issues