Tristan Jones

**15+ years of hands-on experience as an IT/Office Generalist**

Portland, OR 97206

Jones125@hotmail.com

5037408876

IT/ Office Generalist with experience including Windows 7 &10, Active Directory, Mobile phones, Desktop and Laptop configuration and setup. Work experience includes enterprise level support for multiple environments. Hardware experienced in setting up workstations, configuring printers, scanners, and other hardware equipment.

# Work Experience

## IT Generalist (Temp)

Forest City Trading Group (Temp) - Portland, OR

January 2020 to February 2020

* Answered help desk calls.
* Swapped out backup tapes.
* Created reports.
* AS400 Experience.

## Activity Assistant (Temp)

Foster Creek Care Center - Portland, OR October 2019 to December 2019

* Organized and implemented activities.
* Helped design programs to increase socialization, provide entertainment.
* Promote physical activity or deliver continuing education.

## Help Desk Technical Support Specialist (Contract/Temp)

Robert Half Technology (Temp) - Portland, OR

2019 to 2019

7/2019 - Company Confidential

* Arranged tow trucks affected by hurricane Dorian.
* Answered calls.
* Learned ticketing system.
* Applied technical insurance information obtained via training.

4/5/2019 - Company Confidential

* Setup and install IP phones for small office.
* Conferences in other staff to assist with process.
* Entered in networking information.

## Washington Corporation - Help Desk specialist

IT Service Desk - Portland, OR 2018 to 2019

* Assisted with Windows 10 roll-out as well as Office 365 migration from Office 2010.
* Provided direct technical support to three locations as well as acted as phone help desk support enterprise wide.
* Traveled to manage office locations monthly. Ordered, installed, configured laptops, desktops and iPhones.
* User account creation in Active Directory, ShoreTel.
* Used Proxy as remote tool in addition to Bomgar.

## Office 365 Technical Support - Telephone Remote Technical Support

Experis, Microsoft - Portland, OR 2017 to 2017

* Answered calls being the first point of customer engagement, providing thoughtful day-to-day technical support to administrators from initial challenge through resolution.
* Provide support installation, configuration, and support of Microsoft Office 365, Excel, Word, and

Outlook, on various platforms.

* Update 365 licenses, power shell, subscriptions and user management, as necessary.

## Deskside Support Technician

Elynx Inc - Beaverton, OR 2016 to 2016

* Single point of contact for deskside related issues.
* Along with the IT team, support included voicemail, email, and phone, desktop and laptop support for VIP and regular employees. Additionally, Set up Cisco phones
* Administered Office 365, as well as encryption software, performed PC upgrades to Windows 10. • Created user account in Active Directory, as well as administered email groups, and distribution groups.

## Desktop Support Technician

NSC Global - Daimler Trucks International - Portland, OR

2013 to 2015

* Responsible for installing, configuring, troubleshooting, and maintaining desktop, notebook, and associated peripherals.
* Coordinated warranty repair using Dell and HP's warranty service.
* Performed in-house hardware replacement, hard drives, memory, display assemblies, etc. on HP, Dell, and Toshiba laptops. Role supported Lotus Notes, and Microsoft Office Suite.

## Help Desk Technician - Call Center Support

Providence Hospital - Portland, OR 2008 to 2011

* Main contact for nursing, doctor, and patient computer system support.
* Respond to user calls, emails, voicemails, and pages for technical assistance.
* Provide technical support for Microsoft products: Office Suite, Windows XP, Windows 7, as well as numerous in-house medically specialized applications.
* Strong Active Directory account issue resolution.
* Citrix server-based trouble-shooting experience as well as token login troubleshooting.

# Education

**Associates Degree in General Studies in General Studies** Mt Hood Community College - Gresham, OR

**Associates Degree in Computer Science in Computer Science**

Lane Community College - Eugene, OR

# Certifications and Licenses

**CompTIA A+**

Present