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| Paul Hannum  IT Support Specialist Profile | [pdhannum@gmail.com](mailto:pdhannum@gmail.com) • (765) 465-9016  [LinkedIn](https://www.linkedin.com/in/paul-hannum-88336159) • Mount Vernon, WA |

Detail-focused, technically minded professional with over five years’ experience in system administration, while executing overall system related tasks. Skilled in resolving technical problems, maintaining hardware/software, and improving IT systems. Knowledgeable in Microsoft Office, networking, and server administration.

Technical Proficiencies

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| Platforms: | Windows, OSX |
| Tools: | Powershell, Network Security, Microsoft Office |
| Techniques: | Database Programming, Writing Composition, Web Design, Computer Hardware |

Career Experience

USPS, Bellingham, WA 2019 – Present

Bulk Mail Tech

Conduct detailed analysis of customer mailing reports to identify and mitigate errors. Manage customer accounts. Support multiple businesses and individuals by providing exceptional customer service. Administer passport applicant interviews and execute applications.

* Generated more than $250,000 postal revenue through bulk mail unit.

USPS, Bellingham, WA 2015 – 2019

Postal Clerk

Sold various products such as stamps, prepaid mail envelops, and money orders as well as collected payments. Received and responded to questions regarding mail regulations and procedures, postage rates, and post office boxes. Maintained addresses correctness/legibility and process suitable condition for items as well as accuracy of documentation. Organized and managed odd-sized mail and items requiring special supervision.

* Gained advanced knowledge of every single clerk role in the post office.

Self-Employed, Muncie, IN 2014 – 2015

Recording Engineer

Utilized recording equipment to record speech, music, and other sounds on recording media. Controlled and accomplished desired sound for production; musical recording by collaborating with producers/performers. Arranged track sessions to produce musical recordings.

* Recognized on a well-known music review and news site by producing several albums.

Additional Experience

IPhone Support Technical Advisor, CCI, Muncie, IN, 2013

Education

A.A.S with Honors In Computer Information Systems, 2020 | Skagit Valley College, Mount Vernon, WA

B.A. in Music Business, 2014 | Anderson University, Anderson, IN

B.S. in Biology, 2011 | Indiana University Purdue University Indianapolis, Indianapolis, IN

Licenses & Certifications

Testout PCPro **|** Testout Network Pro **|** Testout Security Pro **|** Testout Server Pro