Orum Snow

**Service Desk Technician**

Portland, Oregon 97206

orum.snow@live.com

503.360.2185

Articulate IT analyst finding effective solutions to technical issues through troubleshooting and accumulated knowledge. Proudly certified in network security and hardware. Promotes dynamic skills in critical thinking and efficient task management.

Authorized to work in the US for any employer

WORK EXPERIENCE

**Service Desk 1**

**Portland Public Schools - Portland**, OR

September 2020 to Current

• Providing assistance to all staff, parents and students within the Portland school district

•Provided remote assistance for active directory editing as well as software troubleshooting for Mac, Windows and Chrome devices

•Distributed available equipment and walked users through proper use and function

•Handled call volumes and emails averaging to ~300 between myself and peers

**IT Technician Tier 1**

**U.S. Bancorp** - Gresham, OR

November 2019 to September 2020

• Provided solutions to operations issues for internal US Bancorp users and Windows active directory, working closely via phone, email, live chat and web teleconference with over 3,000 internal end users.

• Engaged end users and answered questions via email, phone, website live chat and in forums. • Documented over 1,000 support interactions in the system for future reference and addition to the knowledge base. • Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks. • Assessed system hardware and software and suggested modifications to reduce lag time and improve overall speed.

EDUCATION

**Technical in Security+**

**Dezignext** - Portland, OR

September 2019 to October 2019

CERTIFICATIONS AND LICENSES

**CompTIA Security+**

September 2019 to September 2022

**A+ Certified**

August 2019 to August 2022