Scott Twitchell

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# Experience

## desktop support Lv 2 | CITY OF KIRKLAND (current)

* Worked within the team to set up the city Emergency operations center for the covid-19 response
* Set up telecommunication system for Kirkland Courts
* Diploid computers and configured user workstations
* Sensitive data handling
* Update service now
* Security cleared by FBI
* Surplussing hardware
* Set up and deployed emergency take home workstations and trained users.
* Aided in Kirkland city jail surveillance system
* Actively updated city active directory with permissions to add new and delete.
* IT Support for non-technical users

## Desktop support technition lv 1 |Denali AI (2020)

* Work within teams to implement IT support and integration of new IT systems and software.
* NDA protected

## Display Tech | BDS Marketing (2019)

* Troubleshoot electronic technical displays, setup tech demos, troubleshooting computer networks, troubleshoot audio and visual displays, develop relationships with Store Management and employees.

# Technical Skills

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| --- | --- |
| * Web Development * OOP * Multitasking * Data entry * Troubleshooting * Make my own RJ45 network patch cables | * Data disposable * Imaging computers * Python, JavaScript, C# * Communicate technical solution * SQL, MySQL * Git |

# Education

* |2017-2018 | Coding Dojo Technical Trade school, Bellevue Washington
  + Full-stack Python certified
    - Flask, Django, SQLite, MySQL, middle ware.
  + Web Fundamentals certified
    - Html, CSS, JavaScript, jQuery.
* |2015-2016| Eastern Washington University

# Non-Technical Experience

SEASONAL FORKLIFT OPERATOR | EVO (OCTOBER 2017- DECEMBER 2017)

· Operating forklift and loaded trucks

FLEX TEAM | MACYS (MAY 2016- SEPTEMBER 2016)

· Superior customer service and casher.

MOBILITY ASSISTANT| FLIGHT SYSTEMS AND SERVICES (JANUARY 2014- JULY 2016)

· Aided costumers through the SeaTac airport and provided direction.