Douglas Mcmillan

**Successfully operated in diverse environments with a goal of complete satisfaction.**

Redmond, WA 98052

d3mcmillan@gmail.com

(425) 655-8298

1. Successfully provided quality IT support while operating with in established policies and procedures.
2. Respectfully communicated with higher level IT professionals.
3. Knowledge of TCP/IP troubleshooting,
4. Formal training and experience on corporate helpdesks
5. Understanding of routing, switching and related applications.

# **Work Experience**

## City Bus Driver

First Transit - Denver, CO

February 2017 to February 2020

* Dependable Attendance
* Safe in all weather conditions
* Submitted complete written reports.
* Ability to accurately perform multiple and sometimes unrelated tasks
* Respectfully interfaced with all personality types

## IT Technician

TEKSystems - Denver, CO

November 2013 to May 2016

* Progressive roles spanning from technical support to Desktop support
* I worked closely with management, and maintenance technicians to audit network attached building management devices. I then submit a report on may findings.
* Active Directory: Created active directory accounts, and exchange e-mail boxes for new employees.
* Reset active directory passwords.
* Deployment Tools: Install new image using Total Care by Meriplex
* Troubleshot and resolved issues with defective hard drives, Outlook, scanners, and printers.
* Network & WAN: Walked users through connecting to Juniper SSL VPN
* Changed Switch ports to different VLANS
* Replaced defective Ethernet cable ends.
* Office applications: Office Outlook, Word , and Power Point
* Operating systems: Windows 7, and 8.1
* Virus & Malware: Ran Barracuda Malware tool to Remove Malware threats. Also troubleshot errors returned by Symantec endpoint security.

## Tier 2 Support Engineer

Roomlinx - Broomfield, CO

May 2010 to May 2013

* Provided supervisory functions.
* Formal training, and piratical experience with TCP/IP, Ethernet, and ARP.
* Ran a project to determine multimedia workstations were failing.
* Troubleshot network connectivity to and from Rukus Controllers, internet gateways and Multimedia workstations.
* Assisted users with connecting to the internet with IPAD, IPhone, Blackberry, and Android devices.
* l Managed and patched remote clients
* Performed remote troubleshooting for mission critical systems including routers, switches, and wireless access points
* Functionality tested thin clients.
* Pinpointed equipment responsible for network outages.
* Imaged remote TV clients
* Recovered down equipment and services.
* administration of users on remote internet gateways
* Break fix support for interactive TV services.

## Computer Support Specialist

NCI - Fort Carson, CO

September 2008 to May 2010

Served as the point of contact for information technology and telecommunication customers of the 4th ID Division of US Army at Fort Carson Army Post

* Commended by the Project Manager for outstanding Customer Service skills
* Utilized active directory to reset passwords and check user's security group membership.
* Incident software: Remedy
* Office Outlook 2007, Word 2007, Power Point 2007
* Juniper SSL VPN, and TCP/IP, DNS resolution, and DHCP servers.
* Remote into user's workstations and troubleshot Windows XP and VISTA
* Reset pin numbers; troubleshot defective CAC cards, and authentication failures with Juniper VPN.
* Proficiently troubleshoot the Approveit software--used to digitally sign various army forms
* Troubleshoot Internet explorer connectivity problems. Issues with Java Runtime

## Technical Support Engineer

Hewlett Packard - Colorado Springs, CO

July 2003 to September 2008

* I received 25 positive end-user reviews, 1 kudo award, 3 perfect phone screens, and first call resolution in the high 90 percentile.
* Active Directory: Used active directory users and computers on daily basis.
* Break/Fix: troubleshot issues with windows failing to start, defective monitors, problems with office, and network connectivity issues. Created an RMA with the proper hardware vendors.
* Customer service: formal training and coaching on customer service skills.
* Provide assistance with Blackberry enterprise activation, walked user through resetting Blackberry activation passwords, troubleshoot mail delivery issues, and Blackberry Operating System installs
* Troubleshot issues with cisco VPN
* Office applications: Office Outlook 2007, Word 2007, Power Point 2007, Repaced OST files and repaired PST files
* PKI Infrastructure: Diagnose authentication issues related to expired certificates or corrupted certificates. Installed Certificates using web browser, and certificates MMC.
* updated Symantec endpoint protection, and successfully resolved many error messages. Also resolved error messages with Mcafee endpoint protection. I ran kill applications to remove viruses.
* Troubleshoot missing or corrupted Java, and Configured internet settings for Internet explorer 7 and 8. Troubleshot data flow issues between People soft, and active directory.

# Education

## Associates Degree in Electronics Technology in Certifications and Continuing Professional Development

PIKES PEAK COMMUNITY COLLEGE - Colorado Springs, CO

1994

**Certifications/Licenses**

A+

CCNA 972244 Expires December 2021

MCP 2492612

Itil

**Commercial Driver's License (CDL)**

Class B Expires: December 2021

State: CO

Endorsements: P (Passenger vehicles)

# **Assessments**

## Logic & Critical Thinking — Proficient

March 2020

Using logic to solve problems.

Full results: [https://share.indeedassessments.com/share\_to\_profile/ b9c2944dbef22f520feffedeff17fc5deed53dc074545cb7](https://share.indeedassessments.com/share_to_profile/b9c2944dbef22f520feffedeff17fc5deed53dc074545cb7)

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