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Bryce Saylor

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| Education | * BS: Information Technology Administrative Management, specialization Cyber-Security * Minors: Applied Computer Science, Digital Forensics and Incident Response | |
| Experience | **Technical Analyst III – CHI Franciscan/Common Spirit, Cancer Center Project, Silverdale WA**  December 2020 – Present   * Imaging and deploying 180 PC’s for cancer center * Troubleshooting errors and conducting quality assurance protocols in preparation for inspection * Deploying printers, badge readers, scanners, mice, keyboards, signature pad, credit card readers, arm band printers, label printers, and other peripherals * Activating network ports as needed * Deploying ahead of schedule to exceed expectations * Working directly with incoming staff and vendors   **Technical Analyst III – CHI Franciscan/Unisys, St Michael Project, Silverdale WA**  September 2020 – December 2020   * Deploying hundreds of PCs and equipment across 9 floors of new hospital * Troubleshooting errors and conducting quality assurance protocols in preparation for inspection * Connecting printers, badge readers, scanners, mice, keyboards, and other peripherals * Activating network ports and cross connecting in network closet * Renaming PCs and connecting computers to correct Domain * Installing and testing software and programs * Changing windows settings * Using command prompt for various tasks * Running and managing cables efficiently * After Go Live, resolving tickets in a timely and efficient manner * Helping incoming staff through effective troubleshooting and problem solving * Remotely connecting to PC’s to resolve tickets when necessary   **Student Technical Assistant - Multimodal Education Center, Ellensburg WA**  September 2019 – June 2020   * Loan new technology/equipment to students/faculty * Provide IT support for all equipment, including PCs and MACs in computer lab * Use Excel and Access to maintain logs/equipment loan details * Lead workshops teaching students new technologies * Answer student/faculty questions in online video conferencing meetings * Create and compile resources and tools to facilitate student/faculty transition to online learning | |
| Skills | * Troubleshooting * Customer Service * Programming | * Microsoft Office Suites * Windows * Command line |
| References | **Chad Schone - Director Multimodal Education Center**  [Chad.Schone@cwu.edu](mailto:Chad.Schone@cwu.edu)  (509) 963-1613  **David McMillan – Assistant Contract Technical Representative**  joseph.pearson@cwu.edu  (509) 963-1580  **Monique Gonzalez – HR Consultant Assistant**  [monique.gonzalez2@cwu.edu](mailto:monique.gonzalez2@cwu.edu)  (509) 963-1267 | |