**Patrick Murphy**

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**IT FIELD TECHNICIAN**

*Problem solver streamlining processes to provide constant uptime and availability that drive company productivity*

**VALUE OFFERED:**

* Intellectually-curious IT technician who thrives on diving deep to uncover root causes to technology glitches and then delivers quality-driven solutions that remove productivity obstacles.
* Clear communicator with open approach that inspires trust through timely updates, active listening skills, and calm demeanor; supports team members by immediately stepping in and asking how to help, and then creating step-by-step action plans.
* Maintains exhaustive knowledge of current and emerging technologies and tools in order to be able to develop right-fit solutions that are easily deployed.
* Proactive planner who develops long-term strategies that anticipate future technology needs, potential business continuity threats, scale to changing business requirements, and capital expenditures to ensure that companies are as competitive as possible.

**CAREER EXPERTISE:**

**Operating Systems:** Windows Server 2008, MS Exchange, MS windows 3.1 – 2010, MAC OS, Linux.

**Network/Infrastructure:** Cabling, routers, switches, firewalls, VPN, RAID, SAN, T1, DS3, Metro-E, TCP/IP

**Hardware:** Servers, Desktops, Laptops, Tablets, Smart Phones, Scanners, Printers

**Software:** SCCM, POS systems, ERP systems, Marimba, MS office, VMware, Citrix

**NOTABLE ACHIEVEMENTS:**

**Earned 9 “Recognizing You Spotlight” awards and 6 “Simple Thanks” awards,** Verizon Wireless (2011–2015)

**IT Recipient, Pacific Northwest Kickoff Award (for overall performance as SME),** Verizon Wireless (2014)

**Regional IT Winner,** Rockstar Competition, Verizon Wireless (2014)

**Achieved perfect scores on all customer surveys,** Verizon Wireless (2014)

**IT LEADERSHIP**

**Waste Connections – Vancouver, WA**

**Field Technician (Western Region)** | 1/2017–11/2020

*Recruited into role servicing 1,200 employees located in CA, OR, WA, AK, WY, ID, NV, and MT., Performed hardware updates / implementations, source vendors, negotiate / manage contracts as well as services and parts, ensure business continuity / disaster planning, conduct testing, set up user configurations, accessibility, and security, troubleshoot software problems, and provide general help desk support. Set network and router configurations and provide IT architecture recommendations for new building construction.*

* **Mitigated financial risk to company by enabling company to better investigate incidents and identify revenue losses** caused by clients bypassing scales with chargeable items; led installation of up to 30 cameras at individual locations to capture video playback of accidents or safety violations.
* **Opened 5 new locations on-time and within budget** by acting as lead designing network infrastructure at new building construction including data drop and rack locations, camera, phone system, and data circuit installs, labor bids, and component sourcing.
* **Systematically replaced aged-out equipment at satellite locations;** established first-ever corporate IT guidelines including setting process and equipment standards, training techs on new standards, providing part numbers, and sourcing new standard parts.
* **Sped up Internet connections at satellite locations 40% and increased uptime 90%;** improved connectivity by working with vendors to add high-speed optic networks and adding redundancies that used different carriers and dual router setups for failover.
* **Boosted regional end user satisfaction levels 90% by driving down escalations while increasing number of issue resolutions;** rebuilt trust by meeting 1:1 with site managers and leadership to prioritize chronic issues and fix service gaps.
* **Used innovative thinking to design simple fix to chronic flare alert system issue at two different locations;** implemented point-to-point antenna to get signal over to flare and then used analog adapter to create uninterrupted connectivity.

Verizon Wireless – Beaverton, OR

**MTS II** | 6/2010–1/2017  
**Field Tech Support (contractor)** | 11/2007–6/2010

*Rotated between 4 different roles within separate internal divisions based on SME and success in solving complex IT issues impacting entire company and their 151.48 million customers. Drove complicated projects to completion while also mentoring / training staff and finding resolutions for smaller technical issues impacting individual users. Administered user acceptance testing, gathered user feedback on process / equipment improvements, documented bugs for programmers, acted as business continuity point person, led EMV switchover, hardware placement, and inventory scanner system roll-outs. Developed knowledge base articles to disseminate complicated configuration processes step-by-step to other technicians.*

* **Drove 10 major projects to completion after being tapped by senior leadership to serve as 1 out of 200 technicians for 3-year role as SME;** worked closely with senior headquarters tech staff driving user acceptance testing for new technologies.
* **Engineered solutions that immediately halted 30 retail POS system outages** by teaming with staff to identify, test, and implement break-fix solutions; defined issues, reported info to programmers / senior techs, attended crisis calls, and tested quality fixes.
* **Maintained seamless service during union strike while deployed to emergency worker assignment;** helped keep wireline side of business up and worked as call center tech interfacing with customers to fix or escalate their issues.
* **Aided field technicians by troubleshooting complex problems during union strike;** configured ONT and OLT configurations for customer Internet and phone service.
* **Migrated 500 users to Windows 7 within 3-month period, finishing project 2 weeks early;** set up user appointments, backed up data, reimaged computer systems with new operating system, and restored user data to computer.
* **Reduced customer fulfillment process 15%** by working with cross-functional team, to deliver project ahead of plan.
* **Exceeded company goals** by maintaining average SLA of .5 days out of maximum .86 days to ticket close.
* **Achieve 100% uptime and beat company SLA metrics;** maintained point of sale systems, computers, kiosks, and commercial display systems and handled upgrades, installations, testing, and repairs while working quickly to resolve end-user issues and complaints.
* **Led companywide equipment training webinars, wrote knowledge base instructions, and trained 20+ new technicians.**

**EDUCATION**

Strayer University – online

***Program coursework in General Business Administration studies***

***PROFESSIONAL DEVELOPMENT:***

**Certified Cisco Network Administrator (CCNA),** Long Beach Community College – Long Beach, CA

**Certified Cisco Network Professional (CCNP)**, Coastline Community College – Fountain Valley, CA

***What others are saying about Patrick….***

*“Patrick is the best IT person I have had in 10 years working for this company. Patrick is always professional, understanding, and so helpful. He goes above and beyond to solve our issues and fix even the little things we complain about. Patrick is always dependable and stands behind what he says which is hard to find…We appreciate …the hard work he puts in to make us as a company and my store better.”* **– Brian Vernon, Retail Store Manager, Bend, OR**

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*“This was an unprecedented solution and you worked with urgency and integrity to figure out the configuration and logistics and it worked! You demonstrated your support of the Credo by running to a crisis, demonstrating exceptional teamwork, and focusing on the customer.”* **– Lisa Lill, EUS Manager, Northern CA region**

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*“…We were all amazed at your willingness to assist us with a customer who was stuck in an impossible situation. The customer who was very upset with our entire company ended up loving her experience so much that she almost cried of happiness. Because you showed us all how great we can be, everyone was inspired by you.”* **– Jim Klein, Direct Supervisor**