**Objective**

To utilize over 4 years’ experience as a manager, including scheduling and prioritizing, extensive computer skills and customer service skills to further the goals of your company.

**Qualifications**

* Experience with Server 2003, 2008, 2012
  + Proficient in triage of technical issues
  + Efficient at entering tickets to ticketing system within time restraints
    - (UTS, MSTicketing, MSinterface, and Proprietary Ticketing systems)
  + Experience with using remote desktop, DHCP, DNS
  + Proficient at achieving deadlines, meeting the expectations of the customer
  + Proficient at using office 2013
    - Word, Excel, Power Point, Access and Outlook
* Knowledge of installing software programs and troubleshooting operating systems
* Proficient with SQL Management Studio
* I have performed MS patching on servers
* Proficient with SIM and Sitescope monitoring systems
* Skilled with communicating with customers assessing needs and working toward creative solutions

**Education**

School of Ministry Arts Marysville, WA 2007-2009

Puget Sound Christian College Edmonds, WA 1994-1996

**Work History**

**Customer Account Exec 3** Comcast Cable Lynnwood, WA 08/2015 – 10/2021

**Customer Account Exec** 03/2011 – 11/2012

Advance troubleshooting for PC/browser/e-mail/personal webpage/connectivity firewall/ router/hub problems, Creating tickets to have issues elevated to higher repair agency, Address customer concerns, received Elite Award in 2020,

**Systems Analyst** Microsoft / HCL America Bellevue, WA 2012 – 05/2015

Monitor over 10000+ servers across 7 datacenter using HP Sitescope & MS SCOM.

Troubleshoot & triage failed server errors or failed SQL jobs.

Maintain servers of high internet traffic with 300,000 ads per sec.

Maintain communication with all teams and assist on high priority server issues.

Manage internet traffic with failed servers via load balancers.

**Warehouse Manager / Driver** Grabber Kirkland, WA 07/2005 – 10/2009

Organized the warehouse and inventory, used forklift to load and unload outgoing and incoming orders, performed a monthly inventory, and maintained office and warehouse computer systems