

John Bennette

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Objective

Seeking opportunities in the field of information technology support that leverage my education and work experience.

Education

Bachelor of Arts in Liberal Studies, Minors: Media Arts-Communication and Business

Eastern Oregon University, La Grande, OR — December 2016

Associate of General Studies

Chemeketa Community College, Salem, OR — August 2011

Technical Skills

- Operating Systems: Windows, macOS, Linux
- Network Administration: VPN, Active Directory, TCP/IP
- Software: Microsoft Office Suite, Google Workspace, ITSM Tools
- Programming: SQL, Miscellaneous machine languages
- Troubleshooting: Hardware/software diagnostics, issue resolution

Professional Experience

ISS3 Tier 1/Operations Analyst 2/Service Desk (Temporary)

Oregon Health Authority / through Galt Foundation — June 2020 to June 2021

- Performed tech support triage for desktop, network, and security issues across multiple systems.
- Solved software and hardware problems for diverse clients using documented processes and logical troubleshooting.
- Collaborated with teams to promote diversity and inclusion in the workplace.
- Promoted process efficiency and workflow improvements through troubleshooting documentation.

ISS3 Tier 1/Service Desk (Temporary)

Oregon Youth Authority / through Galt Foundation — December 2018 to August 2019

- Provided large-scale technical support for state agencies, managing high-volume ticket systems.
- Maintained asset management of datacenter infrastructure while adhering to organizational policies.
- Delivered excellent customer service by troubleshooting diverse client needs.

IT Support Specialist (Contracted)

Hewlett Packard Enterprise – November 2013 to November 2015

- Installed and upgraded systems with antivirus, office tools, and backup solutions.
- Managed quick image deployment across manufacturing environments.
- Served as liaison across multiple departments for IT-related tasks.

References

<u>PERSONAL</u>	<u>PROFESSIONAL</u>
Carlos Garcia Colleague and friend Oregon Youth Authority 530 Center St. NE Suite 500 Salem, OR 97301 Personal Cell# 619-994-9851	Tyler Flowers OIS Service Desk Team Lead Oregon Health Authority Dept. of Human Services Phone 971-208-1384 tyler.flowers@dhsosha.state.or.us
Troy Easton Colleague and friend Oregon Youth Authority 530 Center St. NE Suite 500 Salem, OR 97301 Personal Cell# 541-619-9286	Troy Sanders Information Department Project Manager Oregon Youth Authority 530 Center St. NE Suite 500 Salem, OR 97301 503-378-4333 (Option 2)
Rudy Flores Friend 30+years 367 3 rd ST NW Salem, OR 97304 Personal Cell# 503-560-8409	Maria Horton-Castillo Information Department Project Manager Oregon State Police 3565 Trelstad Ave SE Salem, OR 97317 503-378-3720