**PAUL BUNYUN**

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SUMMARY

Detail-oriented individual with a strong background in Technical Support. Experienced in computer databases, office software programs, hardware, peripherals and networking. Expert in Javascript, Python, HTML, SQL, Flask, React and JSON. Experienced in inventory control, warehousing, and sales operations. Supportive team leader with an understanding and appreciation of the relationship between employee productivity and profits.

WORK HISTORY

**Technical/Desktop Support, Aetna 2017-Ended in May 2023**

* Performed moderately complex troubleshooting and repair activities with remote users.
* Provided support to client-identified VIPs.
* Utilized remote desktop support tools to provide support to off-site users.
* Responded to change management requests, including installing new PC equipment, providing end-user remote support, and other related activities.
* Helped meet company deadline of WIN10 conversions to over 500 computers, on weekends for overtime.
* Assisted in tracking COVID 19 user moves.
* Helped in 2020 lease replacements for users in several regions.
* Assisted in tracking new equipment shipped to users.
* Performed backup and restore, uninstall, and install software.

Worked with the following:

**Technical/Engineering Support/Project Manager, UL, Camas, WA 2004-2017 (April)**

* Handled approximately 80 calls per day as a Customer Service Representative in 2004.
* Transferred laterally to email administration, responsible for routing emails, responding to inquiries, and making callbacks.
* Promoted to Project Handler in 2007, working as Engineering Support for the Multiple Listing team.
* Worked with a variety of databases and software programs, including MS Word, Excel, PowerPoint, Oracle, Lotus, and many more.
* Led a special group responsible for handling level 3 engineering projects, including complex projects related to fire suppression and roofing materials.
* Updated the team's instruction manual, set up and chaired meetings, and trained others to work on the specialized team.
* Consistently recognized for exceptional work and contributions to the team.
* Daily worked with the following:

Cisco, MS Office, MS Windows, Android, iOS, PDF, Remedy ticketing tool, Citrix Workspace, System Center Configuration Manager (SCCM), Splunk, VMware, Multi-factor Authentication (MFA), Active Directory (ARS)

PROJECTS

Using Full Stack, created the following:

* E-Commerce Website/Store: This was for an up-and-coming online business that is currently flourishing.
* Social Media (Finstagram) App: There were over 20 million followers in the first month.
* Weather App: Able to predict severe weather patterns days in advance, allowing more persons to move to safety.

Each project was completed in the timeframe given and each worked flawlessly.

EDUCATION

Bachelor of Arts degree, Tuskegee University

Certificate of completion of Business Computer Training Institute. Included, MS Word, Excel, PPT.

Software Developer (remote) Coding Temple Boot Camp completion. Includes, Javascript, Python, HTML, SQL, Flask, React.