Randall Kincaid-Shatto

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Portfolio webpage: https://rkincaidshatto.github.io/

Education:

Oregon State University – Cascades, Bend, Oregon, Anticipated Graduation:
Bachelor of Science in Computer Science, Web and Mobile Software Development, GPA: 3.8

Central Oregon Community College, Bend, Oregon, Graduated with Highest Honors: June 2015
Associate of Applied in Computer Information Systems, GPA: 3.96

Trainings and Certifications:

Certificate of Completion (4.0), Cisco Networking Online Academy, Completed 2015
Certified in Comptia A+, Comptia, May 2015
Certified Mac Technician, Apple, June 2015

Technical Skills:

Languages: SQL, VBA, JavaScript, Python, C+, C#
Operating Systems: Windows XP, Vista, 7, 8, 10
Software: Microsoft Word, Excel, PowerPoint
Installation and Troubleshooting: PC Hardware, software, network

Experience:

IT/Help Desk

Karnopp Petersen LLC, Bend, Oregon, August 2015-August 2016
- Worked with team of lawyers to keep computers and networks up and running
- SQL database management and data retrieval
- Created queries to obtain legal documents through ProLaw database
- Fixed hardware and completed troubleshooting and life-cycle replacement
- Managed conflicts with frustrated/irritated staff members
- Performed administrative work for IT sector
- Communicated with internet and cloud service providers when there was an issue

PC Technician

Connecting Point Computers, Bend, Oregon, March 2015-May 2015
Worldwide Tech Services/Dell, Central Oregon, August 2014-November 2014
KS Repairs, Central Oregon, January 2012-August 2015
- Ran diagnostics on operating systems, software and hardware
- Identified solutions and repaired desktops and laptops

Internships

City of Bend, Bend, OR, August 2016 – February 2017
Managed life-cycle replacements
- Installed operating systems on new hardware
- Migrated data to fresh operating systems
- Performed installations and checked on hardware in facilities across the city
- Fixed any hardware issues
- Tracked and stocked inventory

Quantum Communications, Bend, OR, 2014
- Labeled and organized CAT-6 connections in network server room