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Raymond Province

SKILLS

I have excellent communication skills, both verbal and written. I am detail oriented, very well organized, and thrive under high-pressure environments.

EXPERIENCE

Division Of Vocational Rehabilitation (State of Colorado), Denver *– Assistive Technology Coordinator Subject Matter Expert*

November 2016 – PRESENT

My current duties as an Assistive technology subject matter expert is to help assist our blind and low vision users with software and hardware recommendations, this is to ensure that they can complete their job effectively. I install and help with the initial setup of JAWS, Zoomtext, Dragon, Duxbury, Kurzweil, and NVDA. I have helped update and maintain the Division's Intranet page and have also ensured that it is accessible to screen readers. I ensure that all HR documents to include but not limited to; policies, procedures and desk aids, are accessible to all of our staff. I am the purchasing agent for my team and work within a procurement application(CORE)to ensure that all of our software licensing is up to date and that all end of life equipment is replaced. I have also been in charge of helping migrate off of end of life servers (Windows Server 2008 r2) to our "cloud" solution. During this transition we are getting AD updated to have all user drive mappings ran with group policy instead of having scripts run at login.

Governor's Office of Information Technology, Denver – IT Professional

June 2012 – November 2016

My duties were to assist users with daily break fixes on Windows 7 enterprise, Windows 8 and Windows 8.1. I also assisted the Rural consortium with new computer replacement and daily break fixes. I ensure that all computers that I deploy have been imaged correctly and are secure to put onto the network. I helped transition the Division of Vocational Rehabilitation from CDHS to CDLE. I trained Robin Cline into his current position at 251 East 12th Avenue with the Department of Labor and Employment. I also work tickets from are CA service desk ticketing system. I am proficient in Office 2010, Office 2013, and Office 2016 on the Windows 7 operating system. I am knowledgeable on all of the computer operations, functions, and related peripherals. This includes JAWS, ZoomText, Dragon Naturally Speaking and apple Assistive Technology(on mobile devices). I also help create documentation for our technicians and users on how to properly install and use software. I am able read and interpret technical

manuals, equipment diagrams, and specifications. I work collaboratively with a team of 7 individuals while demonstrating independent decision making.

Lowes, Westminster – *Delivery Driver CDL B Class*

October 2010 – March 2012

I must provide excellent customer service while inside the customers home and ensure that the their home and product does not get damaged while being moved into their home. i must also drive safely on the road, to not endanger anyone since i have a large vehicle that i am driving (a 26 foot box truck GVW under 26000). i must also make sure that the appliance are hooked up correctly and in working order before i leave the customers home.i also have to navigate and find the quickest route in order to ensure a speedy delivery.

The Home Depot, Thornton – *Sales Associate*

March 2008 – November 2010

When I first started with The Home Depot I was a cashier/lot associate, after 6 months I was promoted to a Head Cashier. With being a Head Cashier I was in charge of 32 people making sure that all there breaks where completed in a timely matter, also had to take charge of any problems that may have occurred during my shift. I was then promoted to a Schedule writer/ trainer for the store. I had to make schedules for up to 300 people at a time (during our peak season). I also got to train must of all the new hires on the computers and the heavy equipment. I am now becoming a Department Supervisor.

EDUCATION

University of Denver– Denver, Colorado – *Full Stack Certification*

November 2018 – May 2019

Skyview High School– Thornton, Colorado – *High School Diploma*

August 2003 – May 2007