Help Desk Supervisor Help Desk Supervisor Help Desk Supervisor and Network consultant Vancouver, WA Authorized to work in the US for any employer Work Experience Help Desk Supervisor Pacific Office Automation - Beaverton, OR August 2018 to Present   I Supervised a diverse team of technicians who handled the IT needs of medium to large sized businesses.   I took escalations to support computers, Networks and servers i enjoy mentoring my fellow computer consultants and network administrators.   implementing and managing office 365 migrations as well as day to day operations.   I worked with my peers to developed a well running IT services department.   I conducted interviews to hire new candidates   trained existing employees Senior Network Consultant On Line Support - Vancouver, WA July 2007 to August 2018   Installed and maintained Windows 2003/2008/2012 R2 and Small Business server systems.   Performed PC repair and troubleshooting services at client locations and remotely   Installed, maintained and repaired LAN, WAN, Cable, DSL, T-1, and VPN connections   Advised clients about backup, security and network issues with their networks and PCs   Performed virus and spy-ware scanning and removal on client PCs   Installed, maintained and configured Sonicwall, Cisco Firewalls   Setup and maintained Email in Exchange 2003, Exchange 2007 and Exchange 2010   Maintained Email delivery on BlackBerry, Windows mobile, iPhone and Android   Performed complex network, email and server migrations and administration   Installed and maintained Allworx phone systems Network/Web/PC Consultant SELF EMPLOYED - Boise, ID March 2002 to August 2007   Designed and maintained customer HTML websites (2003-2006)   Installed and maintained Windows 2000/2003 and Small Business server based systems.   Performed PC repair and troubleshooting services at client locations as well as my own.   Installed, maintained and repaired LAN, WAN, Cable, DSL, and dial-up connections   Investigated backup, security and network performance issues with client equipment   Performed Antivirus, anti spy-ware scans, and product removal on client PCs Network Engineer SELF EMPLOYED - Boise, ID November 2005 to May 2006   Repaired and maintained PCs at client locations as well as Remotely.   Installed, maintained and repaired LAN, WAN, Cable, DSL, and dial-up connections   Advised clients about backup, security and network issues with their networks and PCs   Performed Antivirus, anti spy-ware scanning and

removal on client PCs   Performed Remote managed IT services for client PCs and servers

Network Administrator SELF EMPLOYED April 2004 to November 2005 801 Main Boise

Installed, maintained and configured company LAN with DSL Internet access.   Setup and maintained an FTP site for customers to upload files   Designed and maintained company Website and Websites for customers.   Repaired network and PC failures for the company and customers Supported users on Windows 2000, XP, FTP usage, and email problems.   Setup and Managed Company POP3 email accounts. Education Bachelor of Applied Science in Computer Network Support BOISE STATE UNIVERSITY - Boise, ID May 2007 CISCO NETWORKING ACADEMY 2003 to May 2005 Skills MAINTENANCE (10+ years), PROBLEM SOLVING (10+ years), SYSTEMS ANALYSIS (10+ years), Microsoft Exchange (10+ years), Server operating systems (10+ years), Active Directory (10+ years), Tech Support (10+ years), Service Desk (10+ years), Desktop Support (10+ years), Help Desk (10+ years), Comptia (10+ years), Helpdesk Support (10+ years), MSP (10+ years), VPN (10+ years) Certifications/Licenses Microsoft Certified Systems Administrator (MCSA) Present Microsoft Certified Professional (MCP) Present Microsoft Certified IT Professional (MCITP) Present Comptia A+ Present Comptia Network+ November 2001 to Present Comptia Security+ January 2002 to Present Assessments Technical Support   Expert July 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: https://share.indeedassessments.com/share_assignment/vez7umwdyiwsiss Supervisory Skills: Directing Others   Proficient August 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results: https://share.indeedassessments.com/share_assignment/s3yzvroxmf9r88eu Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information   Computer troubleshooting, installation and administration: 10+ years experience   Setup and troubleshooting client and server operating systems: 10+ years experience   Troubleshooting hardware, software and networking components: 10 years experience   Network administration in a Windows environment: 10+ years' experience Email administration in Exchange 2003/2007/2010/2013/2016 and BlackBerry enterprise   Training

users in basic and advanced use of software programs and hardware. 10+ Years   Supervising 5 or more people / 6 years supervising training programs 7 years experience   Office 365 administration, troubleshooting and migration experience   CORE COMPETENCIES   Monitoring Critical thinking Installation Maintenance   Active Listening Instructing Negotiation Coordination   Repairing Systems Analysis Critical Thinking Complex problem solving

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