

Level 4 Technician Level 4 Technician Senior Support Technician Carmichael, CA Authorized to work in the US for any employer Work Experience Level 4 Technician Intel (Kelly Services Contractor) - Folsom, CA July 2018 to Present Test pre-release Wi-Fi and Bluetooth connectivity hardware and drivers Troubleshoot a myriad of network connectivity issues Troubleshoot pre-release motherboards, CPUs, and debugging tools Write and maintain automation test scripts in Python and AutoIT Wrote and maintains test tool deployment suite in Inno Setup Support Technician Touro University California - Vallejo, CA October 2014 to July 2018 Supported 570 staff and 1700 students technical needs in an academic environment Managed student and staff issues via ManageEngine ServiceDesk ticketing system Key player in training new technicians on imaging, software utilities, network idiosyncrasies, policies, and procedures I was the lead technician to whom difficult issues were escalated, typically resolving these issues quickly making sure other technicians knew the solution for future use Responsible for selection and purchasing of standard desktop and laptop configurations as well as monitors, printers, KVMs, cabling, single office switches and tools Sole party responsible for testing and moving us away from TrueCrypt and on to BitLocker which is a more patch tolerant drive encryption technology Regularly troubleshooted issues with Outlook, Excel, PowerPoint, Word, Web Browsers, and Windows, and MacOS Improved campus security by implementing malvertising and malicious domain protection on client browsers Personally designed, implemented, and trained professors on a network-attached radiology classroom Only technician who took the initiative to learn their KACE campus imaging system, became the sole maintainer of the solution Responsible for KACE inventory tracking and software provisioning system, identifying and resolving specific issues Wrote a number of in house utilities to speed up and or increase the accuracy of our workflows including Due to budgetary constraints, I wrote a targeted tool that successfully halted a ransomware infestation utilizing KACE and AutoIT Wrote Inno Setup replacement for vendor s student printing installer with superior automation, a better interface, and avoiding numerous pitfalls Computer Repairman Fast and Friendly Computer Repair - Sacramento, CA February 2002 to October 2014 Assisted clients on site, via remote access solutions, telephone, email, SMS, printed

instructions, and screencasts Assembled and upgraded systems, diagnosed and resolved physical and software problems, and deployed networks Supported and interconnected a myriad of devices

- ? Computers: desktops, laptops, servers, phones, tablets, MP3 players, & set top boxes
- ? Network Hardware: NAS, RAID, printers, print servers, Powerline, KVM's, VOIP, etc.
- ? Software Recommended, instructed, installed, updated, configured, secured, disinfected, migrated, and backed up
- ? OS's: Windows, Linux, OS X, DOS, Android, iOS, Windows Mobile, and RockBox

Web Developer & IT Consultant SchedulePower, Inc. - Sacramento, CA October 2005 to July 2014

Using Visual Basic.NET, I was the sole developer of their QuickSpecs website with both free and subscription-only information Created the relational database to store motorcycle specs, customer information, subscription status, and payment records Undercapitalized, project lacked funding to include brands other than Honda (Yamaha, Suzuki, Kawasaki, etc ) and solidify the code base

Periodically, I get billable hours for maintenance, scoping new projects and internal support

Software Developer Thingamoochie Software - Sacramento, CA February 2004 to June 2006

Overhauled their installer adding dependency checking and platform specific file allocation

Previously there were multiple downloads, followed by manual installation steps Localized their installer, today it detects and runs in 32 different languages After 6 months of my involvement, the project's rank moved up from 33rd to 7th on SF.net Today WinMerge is #1 in open-source file management and #2 in version control (on SF.net)

Web Developer Seattle Raw Foods Community - Seattle, WA November 1999 to December 2002 Hand-coded their website including a member directory, photo album, and event calendar with user-specific driving directions Written in ASP/ASP.NET, rawseattle.org was a powerful yet user-friendly tool for its members until 2007 when they migrated to meetup.com

Software Test Engineer Data Dimensions, Inc - Bellevue, WA September 1999 to October 2000 Tested several dozen applications for compatibility, stability, usability, and performance Aside from two projects, I reported twice as many bugs while working the same hours After being promoted to the first technical employee in their new web performance analysis division, I tied for the highest score ever on the Silk Performer 3.5 certification exam

Software Test Engineer Volt Contractor at Microsoft - Redmond, WA January 1999 to May 1999

Tested Windows 98 SE hardware support after upgrading from previous versions of Windows  
Installed and tested one or more beta versions of Windows on my 26 computers each day During  
the final week's code freeze on Windows 98 SE, I was the only team member to still locate a  
crashing flaw in Windows Computer Repairman Performance PC - Lynnwood, WA 1998 to 1998 At  
age 17, I was already repairing and assembling Windows 95 systems Education Associate of Arts &  
Sciences in Software Development Edmonds Community College - Lynnwood, WA September 1996  
to December 1998 Certifications/Licenses CompTIA A+ February 2017 to April 2021  
<https://is.gd/kx8Y2Y> CPR, AED, and Basic First Aid July 2016 to July 2018 CompTIA Network+ April  
2018 to April 2021 <https://is.gd/kx8Y2Y> driver's license Groups California Maritime Academy  
Toastmasters January 2015 to October 2016 Served as the president of this chapter for a one year  
term.

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