

Quality Assurance Technician Quality Assurance Technician Sunnyvale, CA Authorized to work in the US for any employer Work Experience Quality Assurance Technician Amazon.com - Sunnyvale, CA March 2019 to Present Assisted with physically setting up, maintaining and optimizing test beds for Alexa devices IT Support Technician Amazon.com - Sunnyvale, CA August 2018 to March 2019 Provided face to face technical support for local Amazon employees. Key Accomplishments: Assisted with backlog of 1000+ tickets by averaging 15+ closed tickets a day Systems Administrator NASA - Mountain View, CA August 2016 to August 2018 Mountain View, CA Aug 2016-Aug2018 A government services company offering engineering, IT, infrastructure support, professional, and technical services. Systems Administrator Enable success for the technical infrastructure of the U.S. Armed Forces based at NASA Ames Research Center. Began as an Associate System Administrator via the TEKSystems Agency before converting to a full-time employee. Key Accomplishments: Increased support efficiency via PDQ Deploy database automation (30+ software programs and 40+ custom scripts). Help Desk Technician via ATR International - Santa Clara, CA February 2016 to August 2016 Santa Clara, CA Feb-Aug 2016 A technology company offering cross-industry semiconductor products. Help Desk Technician Delivered front-line solutions for any and all employee technical problems, resolving software and hardware issues. Key Accomplishments: Drove operational excellence for the team with 98%+ customer satisfaction metrics. L3 Support Technician via CompuCom - Santa Clara, CA October 2015 to February 2016 Santa Clara, CA Oct 2015-Feb 2016 A technology company specializing in the design, manufacture, and sale of computer products and technologies. L3 Support Technician Supported full systems migration to Windows 8.1, as well as hardware configuration for new and replaced machines. Technical Qualifications & Certifications Applications: VMware, Microsoft Office Suite, WebEx, Bitlocker, Casper Suite, Cisco Anyconnect, Active Directory, System Center Configuration Manager, McAfee Encryption, Crashplan, Trend Micro, Lansweeper, Jabber, Solar Winds, Airwatch, Ticketing Software, Visual Studio, PDQ Deploy, Bash, Powershell Education BS in Computer Science MIDDLE TENNESSEE STATE UNIVERSITY - Murfreesboro, TN

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