

IT Support Specialist IT Support Specialist IT Department Head Beaverton, OR An Enthusiastic extrovert with excellent communication and management skills. Enrolled at PSU for a major in Computational Linguistics, conversational in Japanese. Authorized to work in the US for any employer Work Experience IT Support Specialist 6 Degrees Health - Hillsboro, OR March 2019 to Present IT Project Management, building an IT department from the ground up Administration of Mac Only IT infrastructure Managing an IT intern, complete with reviews and performance improvement plans Implementation of company wide process changes Total network overhaul including Cisco IOS programming for a 10 switch stack and redundant routers IT Manager Made In Oregon/Naito Corporation - Portland, OR January 2018 to Present Overseeing system health of 10 retail locations and Made In Oregon HQ/Warehouse Administrator for Win 2016 file servers, firewall, telecom, G-Suite and MS Office 365 Management of IT department including hiring, termination and performance evaluation IT department budget, including purchase orders, invoices, quarterly financial report, etc. IT project management including database migration from RetailPro to Magestore Systems Administrator VillaSport Athletic Club - Portland, OR August 2017 to January 2018 Administration of file server, network security system, VOIP phone server Network maintenance and troubleshooting Windows administration including Active Directory and Microsoft Office Suite Drafting documentation for company-wide IT service operating procedures IT support for registers, receipt printers, telecom and radio Systems Administrator Audio Precision - Portland, OR October 2016 to June 2017 Windows server operation and maintenance including file servers Network and security administration Drafting documentation for company-wide IT service operating procedures Deskside support for Windows, Linux, Mac and all mobile devices IT Supervisor Nike Global Headquarters - Portland, OR October 2014 to May 2016 Technical Support for international and domestic users in corporate environment Training new employees in providing technical support throughout Nike WHQ Network and file server operation and maintenance Network security administration including virus and malware removal Education Bachelor's in Computational Linguistics Portland State University - Portland, OR May 2016 to February 2021 High school Franklin High School - Portland, OR Skills Microsoft Office (10+ years),

IT Management (5 years), Server (5 years), Active Directory (10+ years), Network Administration (5 years), Network Security (5 years), Hardware (10+ years), Strategic Planning, Customer Service, exchange, Cisco, Vmware Certifications/Licenses Forklift Certified September 2018 to September 2020 Kaspersky Training Certificate October 2017 to Present Retail Pro 9 Training Certificate May 2018 to Present

Name: Albert Downs

Email: monica24@example.org

Phone: 4907204969