

Technical Support Engineer Technical Support Engineer Information Technology Administrator Salt Lake City, UT Highly competent, results driven Information Technology ( IT) Administrator with eight years experience implementing, managing, and supporting IT systems/programs with competencies in all facets of IT. Quick to adapt, utilizing all possible resources; sometimes via creativity. Having a deep passion for IT which provides endless motivation. Authorized to work in the US for any employer Work Experience Technical Support Engineer GoEngineer - Salt Lake City, UT November 2017 to March 2019 Provided technical assistance to Product Data Management (PDM) Administrators support for SOLIDWORKS' 3D engineering software PDM product Remotely resolved issues pertaining to PDM network components: SQL server service, Archive server service, PDM server service, License Manager, Client machines, and replicated environments as well as data migrations, authentication, latency, glitches, installation and many other various technical problems Resolution/communication with customers within Service Level Agreement Contributed quarterly content submissions (samples below - more available upon request): <http://www.goengineer.com/knowledge-base/solidworks-pdm-the-purpose-of-pdm-network-components/> <http://www.goengineer.com/knowledge-base/solidworks-pdm-file-check-in-check-out-process/> <http://www.goengineer.com/knowledge-base/sql-recovery-model-and-transaction-log-management/> Information Security Admin Zions Bancorp - West Valley City, UT April 2016 to September 2017 Provisioned company-wide employee access of business systems Managed VPN access Focused on customer experience to include prompt correspondence and fast resolution of employee system access issues Handled escalated Service Desk tickets IT Manager/Technical Writer Kairos Autonomi - Sandy, UT January 2015 to March 2016 Managed business IT systems/applications which encompassed network, server, IT security, VPN, and website governance Handled employee accounts, access, and workstation issues Developed, amended, and edited all internal/external documentation by deriving content and processes from the engineers and programmers Created test procedures, checklists, and marketing material IT Analyst Steve Regan Co - Salt Lake City, UT December 2011 to December 2014 Monitored, repaired, managed, implemented and improved all areas of business IT systems. Assisted in accounting and efficiency

planning Managed Voice Over IP (VOIP)/virtual fax systems Resolved local and remote issues for nine locations Service Manager Geoline Inc - Bellevue, WA August 2008 to October 2011 Repair, program, and maintenance as a Trimble Certified Level III Technician of Robotic Total Stations, Theodolites, MGIS/GPS, Transits, and Laser Levels; troubleshoot/diagnosed electrical, hardware, and firmware issues Managed the Pacific Northwest Service Department; duties: customer service escalations, database management of service parts inventory and repair status/delegation Education BS in Management Information Systems Utah State University AS in Business Management Salt Lake Community College Links

<http://www.goengineer.com/knowledge-base/solidworks-pdm-the-purpose-of-pdm-network-components/>

<http://www.goengineer.com/knowledge-base/solidworks-pdm-file-check-in-check-out-process/>

<http://www.goengineer.com/knowledge-base/sql-recovery-model-and-transaction-log-management/>

Certifications/Licenses SOLIDWORKS Product Data Management Administrator - Advanced February 2019 to February 2020 Trimble Level III Certified Robotics, MGIS, and Laser products Present Assessments Basic Word Processing with Microsoft Word Expert June 2019 Measures a candidate's knowledge of basic Microsoft Word techniques for word processing, including the use of tools to format or edit text. Full results: [https://share.indeedassessments.com/share\\_assignment/we2z7urvowwtdbki](https://share.indeedassessments.com/share_assignment/we2z7urvowwtdbki) Email Highly Proficient July 2019 Measures a candidate's ability to effectively compose and organize email messages. Full results: [https://share.indeedassessments.com/share\\_assignment/tyzrpnusw7itzotx](https://share.indeedassessments.com/share_assignment/tyzrpnusw7itzotx) Technical Support Proficient June 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/qzpi-ig5lb7n9rhj](https://share.indeedassessments.com/share_assignment/qzpi-ig5lb7n9rhj) Proficiency with Microsoft Office: Mail & Calendar (Mac) Expert July 2019 Measures a candidate's proficiency in using Microsoft Office Mail and Calendar tools to manage their workload. Full results: [https://share.indeedassessments.com/share\\_assignment/e3kndbyqq6fcvphk](https://share.indeedassessments.com/share_assignment/e3kndbyqq6fcvphk) Proofreading Familiar

July 2019 Proofreading written texts. Full results:

[https://share.indeedassessments.com/share\\_assignment/cjjys8lq7rniokrk](https://share.indeedassessments.com/share_assignment/cjjys8lq7rniokrk) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Areas of Expertise C#, .NET, Visual Basic, & CSS Firewall, server, & switch VOIP, TCP/IP, & virtualization SOLIDWORKS PDM Active Directory & SQL Server VPN, VLAN, WLAN, WAN etc. Microsoft Exchange & Office/365 Windows Operating Systems Website maintenance Support, management, & training

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