

Field Technician Field Technician Field Technician Santa Rosa, CA Work Experience Field Technician Truno Retail Technology Solutions - Santa Rosa, CA August 2017 to October 2018 Troubleshooted front end point-of-sale equipment for various North Bay area grocery stores. Performed onsite preventative maintenance regarding onsite hardware, software and networking. Developed understanding with point-of-sale systems including WinPOS, Scanmaster and Toshiba ACE. Automotive Detailer Lithia Motors - Santa Rosa, CA June 2017 to August 2017 Washed, vacuumed, polished and applied protectant to vehicle interior/exterior surfaces. Demonstrated rigorous safety protocol under the OSHA Hazard Communication Standard. Completed work assignments in a timely manner while exceeding customer satisfaction. Janitorial Supervisor Petaluma Village Premium Outlets - Petaluma, CA November 2016 to June 2017 Guided an assistant and performed daily upkeep within Simon Property Group facility. Created a new system for superior maintenance standards regarding restroom hygiene. Learned use of equipment including scissor lifts and commercial grade cleaning systems. Field Technician World Wide Tech Services - Petaluma, CA 2007 to 2007 Repaired Dell desktop and laptop computers covered under company warranty. Presented consistent high-quality workmanship while repairing equipment onsite. Expanded hardware knowledge through use of the Dell Certified System Expert program. Web Developer Central Washington University - Ellensburg, WA June 2005 to September 2005 Assisted in development of the Combined Fund Drive Public Relations website. Produced custom color scheme templates using Macromedia Dreamweaver. Gained software knowledge of Microsoft Word, Excel, Exchange and Adobe Photoshop. Education Bachelor of Science in Information Technology Central Washington University - Ellensburg, WA 2006 Additional Information Eagle Scout, Boy Scouts of America

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