Amanda Hawk

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Personal Statement: With over fifteen years of experience working in IT Services - troubleshooting, documenting, working with customers and IT staff, I am looking for a position in which I can utilize my varied skills and add to the list. I communicate effectively; I enjoy learning and love the triumph of solving problems.

Work History:

Pacificorp 1/2013 – present Technology Resource Center Analyst
- Respond to end-users' inquiries regarding technology issues
- Incident recognition, research, isolation and follow-up steps for first and second tier issues
- Use incident management database and technology resource center system
- Support most end point devices of MidAmerican Energy Holdings Company network
- Recommend systems modifications/configurations to reduce user problems.

TriMet 8/2003 – 12/2012 Help Desk Technician II
- Supported 2400 end users by phone and in-person desk calls as needed
- Managed Exchange 2010 mailboxes, public folders, contacts, and distribution lists
- Created, edited, disabled and deleted Active Directory accounts
- Developed and maintained digital signage platform using Ubuntu Linux and small form factor pcs
- Worked cooperatively with a large development team, administrators, desktop technicians and end users to resolve work tickets related to all TriMet equipment and software
- Backup Blackberry account management and troubleshooting
- VPN account management with Cisco ACS and Yubico (Yubikey)
- Websense administration
- Service request management - collecting approvals, assigning and resolving incoming software, hardware, network file permissions and software account change requests
- Coordinated "mobile computing project" – laptops for TriMet Road Supervisors to connect over broadband cards to access the TriMet domain with Netmotion mobile vpn
- File restoration with Veritas NetBackup, learning Varonis Datadvantage for restores and administration

The Standard - Natural Data (contract) 1999 and 2002 Help Desk Technician
- Supported 1800 onsite users and 50 remote offices on a nationwide WAN
- Assisted users in resolving vpn, network connectivity, terminal emulator software and printing issues
- Routed phone requests when needed to the appropriate resource for resolution using Remedy
- Supported secure public facing web site to manage the agency's benefits and retirement plans, as well as intranet site for employees

Spire Technologies 2000-2001 ISP Support
- Ran Unix scripts to set up accounts for customers via phone and walk in basis
- Created billing accounts, collected payments, phoned delinquent customers
- Answered customer calls regarding dialup service, assisted in configuring FTP, email, and dial up networking connections
- Provided support for DSL customers