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**Summary of Qualifications**

* Experienced IT professional with over 9 years of end user support experience
* Extensive customer service skills, background in training and development, and a strong drive for excellence
* Possess effective problem solving capabilities with keen ability to collaborate and work in a fast paced productive team environment
* Prioritize tasks while providing exemplary communications with various departments
* Proficient trainer in a classroom or impromptu setting; flexible and adaptive to change, learn nuances of new environments quickly with curiosity to expand knowledge base
* Proficient in knowledge of networking, VPN, LAN/WAN, set up and install of PC hardware and software, basic programming, and data communication
* Technical or non-technical abilities when working with various department or end users
* Strong documentation and problem analysis skills
* Hand selected various times to go off site and either train or be taught by vendors, new systems, processes and procedures.

**Technical Knowledge**

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| * AS/400 and IBM Mainframe | * MS Office Suite 2003/2007/2010 |
| * VPN, TCP/IP Networking | * Symantec pcAnywhere, VNC and Remote Desktop |
| * Citrix Systems, DOS, SQL, Avaya, and HRIS | * Install and setup of network and wireless systems |
| * IBM Lotus Notes, Outlook and OWA | * MS SharePoint Collaboration |
| * McAfee and Symantec Security Suites | * Windows OS: XP, Vista and Windows 7 (64 bit) |
| * Wired/wireless network connectivity | * Firewall and Router Configurations |

**Professional Experience**

* Developed, maintained and implemented training program for 30+ analysts in department. Scheduled in-class room as well as impromptu training sessions as needed. Created and maintained necessary documentation. Communicated project updates to team, managers, as well as 3rd party vendors weekly. Tracked progress and set benchmarks to measure results.
* Hand selected from a department of 60 analysts for onsite training in Montreal, Canada.
* Maintained support documentations for various topics, ensured accuracy and standardization. Worked with other analysts to collaborate on new documentation as well as trained and mentored others on how to create documentation.
* Subject matter expert (SME) on new software programs used to create problem tickets. Maintain documentation database for department. Gathered information on new systems, reported problems and/or issues to developers.
* Mastered various topics and subjects within department including; Enterprise Desktop Support Systems, Fuel Support Systems and POS Support Systems.

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**Employment History**

Fred Meyer, Inc., Portland, Oregon Nov. 2001- Jan. 2011

Support Center Senior Specialist

* Coordinated, resolved and escalated incoming employee incidents
* Monitored and maintained system availability to all end users
* Tracked, documented and escalated all outage calls
* Performed root cause analysis and developed plan of prevention for future occurrences
* Provided excellent customer service to employees, management teams and vendors
* Managed projects within team environment in a timely and efficient
* Communicated project status to managers and contributing team members
* Led, coached and mentored my team members

US BANK, Portland, Oregon Feb. 2001- Nov. 2001

Vault Teller

* Provided excellent customer service when processing client transactions
* Balanced vault on a daily basis
* Adhered to strict federal guidelines, rules and regulations
* Promoted helpful US Bank services to customers to fit their personal or business needs

Fred Meyer Inc., Portland, Oregon

Cashier/ U-Scan Attendant & Trainer July 1996-Feb. 2001

* Extensive knowledge of Self-Checkout system
* Traveled between store locations to train management and new and existing employees on "Self-Checkout” System
* Managed customer service desk; processed returns, resolved customer concerns
* Lead cashier assigning loans to all cashiers, handling large amounts of cash, inputting data in to computer systems and balancing on a daily basis
* Acting manager as needed; supervised 10-15 cashiers, addressed employee issues

**Education**

Marylhurst University Bachelors of Science in Business and Leadership, Fall 2011

Clark Community College, 1996-2011

Portland Community College, 1996-2011

**Activities**

Community Outreach Intern, Oregon Humane Society. Summer 2011.

* Encouraged animal adoptions at outreach events and locations throughout the Portland.
* Transported animals as well as set up and broke down equipment at events.
* Processed adoptions and introduced animals to potential new owners.
* Educated public about shelter animals and the Oregon Humane Society.

Oregon Humane Society, Volunteer 2011.

Dress for Success Oregon, Volunteer 2011.