**Chris Reed**

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3705 SE 35th Place #16, Portland, OR 97202

**OBJECTIVE**

To obtain a position in the information technology sector with the potential for career advancement

**SKILLS**

 Strong problem solving skills and resourcefulness

 Personal interest in IT with 16 years of self-directed learning

 Self-motivated and proven ability to quickly learn complex tasks

 Demonstrated ability to translate technical info into layman’s terms

 Active volunteer at community based hardware recycling program

**SOFTWARE**

 Solid understanding of MS Office suite

Experience removing viruses and malware

 Experience with partitions, backup, and data recovery

 Ability to install and configure applications as well as an OS

 Exposure to Active Directory and Windows Server 2008

 Experience setting up LANs: configuring TCP/IP, DNS, and wireless security

 Regular use of Ubuntu Linux

**HARDWARE**

 Experience building computers while maximizing efficiency of components

 Ability to troubleshoot, locate, and replace defective components

 Solid understanding of hardware architecture

 Success setting up LANs with an understanding of attenuation and wireless cells

 Experience configuring Cisco switches and Juniper firewall

**EMPLOYMENT HISTORY**

**Volunteer**, 2011-present

Free Geek - Portland, OR

 Rebuild a large number of personal computers

 Refurbish many different servers

 Assist peers in troubleshooting problems

 Work entirely in a Linux environment

**CTT Case Manager**, 2008-2010

Helen Ross McNabb - Knoxville, TN

 Maintained an intensive caseload of adolescent clients under minimal supervision

 Served as a single point of contact and maintained a high level of client satisfaction

 Advised clients needing to cope with domestic, financial, and emotional difficulties

 Created detailed and specific treatment plans and regularly charted client progress

 Worked extensively with community outreach officials to coordinate care for clients

# **Residential Program Counselor,** 2006-2008

Peninsula Village - Louisville, TN

 Supervised groups of 8 to 12 adolescent males residing in a long-term residential treatment facility

 Co-created and implemented individualized treatment through treatment team participation

 Led group therapy sessions and charted official medical notes

 Advised patients on how to adopt more appropriate coping skills

# **Student Worker,** 2000-2003

East Tennessee State University - Johnson City, TN

 Monitored computer labs

 Received incoming calls at the I.T. helpdesk

 Assistant to O.I.T. webmaster and assisted in the designing, editing, and maintenance of various web pages

 Regularly used Dreamweaver, FrontPage, and various other software while completing projects

# **Machinist Apprentice,** 1997-1999

Mahle Inc. - Morristown, TN

 Experience with RPG code

 Created CNC programs to complete precise or routine machining operations

 Authored many blueprints with AutoCAD

* Previous experience operating conventional machines in a machine shop
* Received Society of Manufacturing Engineers Certification

# **EDUCATION**

**B.A*.*, Psychology,** 2006

University of Tennessee, Knoxville, TN

**A.S*.*, Manufacturing Technology,** 2000

Walters State Community College, Morristown, TN

**A.S., General Technology,** 2000

Walters State Community College, Morristown, TN