**Nicholas G. McPherson**

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**Professional Experience**

**Clackamas Community College, Oregon City, OR**

* ***Information Technology Services (ITS) Technician*** February 2013 to August 2013
  + Provide phone support and respond to customer service inquiries and calls.
  + Provide remote assistance (RDP) and on-site support for campus personnel.
  + Maintain and deploy in-production computer images.
  + Apply and document hardware and software troubleshooting resolutions.
  + Work with a team of technicians to maintain and manage permissions inside of Active Directory.
  + Active Directory Improvement Project - Collaborated in the planning of a project to establish, deploy, and standardize new computer naming conventions.  Ensured that IT personnel could more efficiently identify computer locations and resolve issues.
  + Provided research and recommendations for a campus wide hardware standard to ensure compatibility, reliability and longevity during a five year cycle.

**Clackamas Community College, Oregon City, OR**

* ***Student Intern*** January 2013 to June 2013
  + Provide infield customer support for on-campus staff.
  + Imaged Machines.
  + Responsible for basic computer maintenance.
  + Troubleshoot computer hardware and software issues.

**Oregon Society of Certified Public Accountants (OSCPA), Beaverton, OR**

* ***Support, Facilities/Administration*** December 2009 to July 2010
  + Facilities responsibilities included Training Center set up, Meeting setup.
  + Mailroom functions including US postal and United Parcel Service (UPS).
  + Internal customer service for various on-site issues.
  + Use of core Microsoft applications (Excel, Word, PowerPoint), OSCPA membership database, and electronic shipping system.
  + Completed organization’s technical procedure document for post and UPS processing including sending/receiving packages, weight management, vendor contacts, and equipment troubleshooting.

**Ameriflight, Portland, OR**

* ***Lineman - graveyard shift*** June 2005 to December 2005
  + Managed freight manifests and loaded/unloaded cargo.
  + Large propeller plane, landing and takeoff procedures.
  + Transporting planes into and out of hangars.

**Education and Development**

* Finalizing Associate of Applied Science (AAS), Networking and Microcomputers, Clackamas Community College, Oregon City, OR

*Course topics: Visual Basic.net, C++ 1, Microsoft Access, Computer Technician Mathematics, Operating System Administration: Windows/Mac/Linux, Server Administration: Windows/Mac/Linux , Network Security, Web Server Administration: Apache/IIS, Computer End User Support.*

* Earned Associate of Occupational Studies (AOS), LeCordon Bleu, Western Culinary Institute, Portland, OR, 2009

*Classes including: Nutrition and Life Science, Interpersonal Communications, Food Service Sanitation, Culinary Management, American Regional Cuisine, International Cuisine, Contemporary Cuisine.*

**Volunteer and Achievement History**

Phi Theta Kappa – May, 2011 to present

* Membership in Phi Theta Kappa Community College Honor Society

Boy Scouts of America – 1998 to 2005

* Achieved rank of Eagle Scout, Troop 127, Lake Oswego, OR (Cascade Pacific Council), 2005
* Eagle Project: Lake Oswego Pioneer Cemetery, grave site cleanup/restoration, Lake Oswego, OR, 2004-05 – *coordinated with vendors; organize and manage adult and youth volunteers; organized needed equipment from private donors and the community.*
* Various volunteer projects including Boy Scout Tree lot Sales, local hiking trail restoration, Lake Oswego Community Garden, Large Cat Rescue facility, and others.

Clackamas High School, Clackamas, OR – 2001 to 2005

* Senior Seminar – Completed community service project for Oregon Food Bank by developing and distributing door-to-door flyers, gathering donated non-perishable food, and delivering to the Oregon Food Bank. Worked directly with the Oregon Food Bank staff for development and signoff, 2005