

Mallory Hancock

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Technical Skills

- Python, and Django Framework
- Source control with Git
- HTML, CSS, JavaScript
- MySQL, SQLite, PostgreSQL
- Apache and Nginx
- Windows, macOS, iOS, Android, and Linux troubleshooting
- Home and Small Business Networking
- Currently learning Ruby and Docker

Experience

Technician, [IntegriTech PNW](#) - Beaverton, OR **07/15 - Present**

- Self-manage business needs for self-employment
- Repair computer and smartphone hardware both onsite and by drop-off
- Provide virus removal and general software troubleshooting

Technical Support, [Instant Teleseminar](#) - Portland, OR **06/16 - 12/16**

- Trained customers on event setup and general use of webinar software
- Resolved issues with billing and subscriptions
- Ran tests of new features for quality assurance
- Assisted engineering with implementation of new SMTP provider

Customer Care Advisor, [Shopkeep.com](#) - Portland, OR **09/15 - 01/16**

- Assisted retail and restaurant merchants with iPad-based POS (Point of Sale) software
- Troubleshoot iPads, printers, routers, barcode scanners, and credit card readers
- Trained merchants on use of POS software, inventory management, and sales reports

Training/Technical Support, [Integrated Services, Inc.](#) - Tigard, OR **02/14 - 09/15**

- Used SSH and VNC to remotely troubleshoot and repair issues in Ubuntu Linux
- Isolated issues with POS server components, such as hard drives, parallel cards, etc.
- Troubleshoot network issues with POS server, thin clients, printers, routers, and network switches
- Trained customers on setup, use, and operation of hardware and software

Advisor, [Xerox](#) - Tigard, OR **09/13 - 02/14**

- Received incoming calls from customers regarding Apple desktop or portable products
- Diagnosed and troubleshoot problems alongside the customer
- Utilized knowledge base to find correct and efficient solutions

Remote Technician, [Now Nerd Corporation](#) - Beaverton, OR **07/12 - 7/13**

- Received incoming calls from Geek Squad and other partners' customers
- Diagnosed customer's computer issues or needs on Mac OS X or Windows platforms

Education

Portland Community College **03/16 - Present**
A.A.S., Computer Information Systems: Network Administration