

Summary

Currently a student in the University of Washington Full-Stack Development Certificate program looking to enter the development work force. Extensive experience in IT Support troubleshooting, analyzing, streamlining, and developing new policies and procedures to improve work-flow efficiency and customer satisfaction. Consistently helped build out, or made more efficient, the implementation of new ticketing systems, composing knowledge bases and SOPs, creating reports for ticketing and support metrics, and redesigning inventory, on/off-boarding, and computer troubleshooting, repair, and deployment processes. Refined, empathetic customer service ability, quickly developing amicable relationships with colleagues, customers, and vendors.

Skills

•Desktop Support •Windows 7/8/10 •MacOS 10.4- 10.12 •Onboarding/Offboarding •Workstation Deployment •Active Directory/Group Policy •Microsoft Office •Google Apps Suite •Adobe Creative Suite and Cloud •Printer/Copier Support•IPTV

Work Experience

Information Systems Support Specialist: *Seattle Mariners* (March 2018-Present)

Provide Help Desk support on both PC and Mac platforms, to the Seattle Mariners Major League Baseball Organization. Perform installation, configuration, troubleshooting, technical support and repair of desktop, IT and AV systems across multiple functional areas. Also provide technology support for games and concerts.

- Windows 7, 8, and 10, Mac OSX 10.4 - 10.12, and Apple iOS support for over 300 users via email, chat, in person.
- Deployment of desktops, laptops, monitors, and printers.
- Setup, takedown, and technical support for major sporting events and concerts.
- Active Directory management.

Computer Maintenance Technician: *University of Washington ICA* (September 2017-March 2018)

Provide Help Desk support on both Mac and PC platforms, to the UW Athletic Department. Perform installation, configuration, troubleshooting, technical support and repair of desktop, IT and AV systems across multiple functional areas. Also provide game day technology support for sporting events.

- Windows 7, 8, and 10, Mac OSX 10.4 - 10.12, and Apple iOS support for over 300 users via email, chat, in person, and through the Service Now Ticketing System
- Deployment of desktops, laptops, monitors, and printers
- Setup, takedown, and technical support for major sporting events
- Updating and tracking technology inventory through BarCloud software
- Active Directory management

- Use of IPTV system (Infocastor Manager) to push content and control 700 televisions in Athletic Department

Maintenance Engineer/IT Support: *Pac-12 Conference/Networks (October 2016-September 2017)*

Provide Help Desk support on both Mac and PC platforms, to the entire Pac-12 company. Perform installation, configuration, troubleshooting, technical support and repair of desktop, IT and AV systems across multiple functional areas.

- Windows XP/7, Mac OSX 10.4 - 10.12, and Apple iOS support for over 300 users via email, chat, in person, and through the Zendesk Ticketing System.
- Apple and Lenovo setups, imaging via PXE Boot/Windows Deployment Services, DeployStudio and the JAMF Casper Suite, deployment, troubleshooting, and repair.
- Configuring weekly reports for the IT manager, analyzing metrics to find how we can improve our processes and how they affect customer satisfaction.
- Streamlined the employee On-boarding and Off-boarding processes; reconfiguring workflow procedures and documenting the new policies in team SOPs.
- Conducted complete On-boarding set up through Active Directory account creation and access permissions, Cisco Unified Communications Manager, as well as subsequent account maintenance and management.
- Support and administration for Microsoft Office (Outlook, Word, Excel), Google Apps (Google Mail, Drive, and Calendar), Adobe Creative Suite and Cloud (Photoshop, Illustrator, InDesign, and Premiere).
- Edit and updated the internal employee Knowledge Base and Employment Wiki used by HR.
- Inventory deployment, management and check out as well as coordination of inbound and outbound shipping of equipment repairs.
- IT project and procedure documentation. Creation, development, and management of standard Operating Procedures for Engineering systems and IT best practices. - Audio-video equipment installation, troubleshooting, and maintenance for all individual offices, conference rooms, and common areas.

Student IT Support: *University of Washington Intercollegiate Athletics (August 2015- October 2016)*

Primarily responsible for monitoring and performing all incoming technology requests while responding to said requests in a timely and professional fashion.

- Provide IT support troubleshooting for 250 Users of Windows and Mac Operating Systems
- Utilize ServiceNow CRM System to prioritize trouble tickets and document incidents
- Deployment of desktops, laptops, monitors, and printers
- Setup, takedown, and technical support for major sporting events
- Updating and tracking technology inventory
- Add and edit user accounts and administrative privileges in Active Directory
- Managing Exchange accounts to setup email profiles on Microsoft Outlook
- Use of IPTV system to push content and control 700 televisions in Athletic Department

IT Student Assistant: *University of Washington School of Nursing (June 2014- August 2015)*

Helped sustain the daily operations of the IT infrastructure by providing support to students, faculty, and staff in the Nursing building of the University of Washington, Seattle campus.

- User account management
- Performing desktop setups for new users or those moving offices
- Provide AV support for classroom presentations
- Answer Helpdesk tickets or phone calls in a timely and respectful manner
- Hardware and printer maintenance/support

EDUCATION

University of Washington

Full-Stack Coding Bootcamp: Expected Graduate January 2020

Seattle University

Master of Business Administration in Sport Management: Degree Awarded December 2017

University of Washington

Bachelor of Arts in Communication: Degree Awarded June 2015