Ezekiel Daniel David Juel

📍- Wausau, Wisconsin ✉ - eddjuel@gmail.com 🔗 - linkedin.com/in/Ezekiel-Juel

SUMMARY

- Strong innovation, documentation, and interpersonal communication skills
- Can take complex technical concepts and explain them in layman's terms
- Consistently punctual, I bring dedication and a positive attitude to all projects
- Lifetime learner, I'm always looking for better ways of getting things done and experimenting with new technology

EXPERIENCE

Hardware Software Specialist - Contractor
Aspirus Hospital   **Wausau, WI • March 2020 – April 2020**

- Due to contractor efficiency, the backlog of ServiceNow incident tickets was completed in first month (was predicted to be 4-6 months of work)
- Work included computer imaging 200+ PCs (PXE install via Windows PE in batches), network cabling/port configuration, Cisco phones, HP printer maintenance, and remote desktop connections to resolve user issues
- Also prepared hospital IT department for Covid-19 through tracking and ordering new hardware to ensure sufficient inventory in case of lock-down

Implementation Consultant
Fast Enterprises, LLC   **Denver, CO • June 2016 – November 2019**

- Proactively searched out server performance issues, debugging and optimizing code/queries to reduce processing time
- Provided desk-side and production support/training in the use of proprietary computer information systems
- Worked primarily with the Wisconsin Department of Revenue unclaimed property division. Was responsible for adding and maintaining software, creating SQL reports, and handling file processing using GenTax

Desktop Support Technician
Washington State University   **Pullman, WA • May 2014 – January 2016**

- Typical responsibilities included bulk Windows deployment/imaging (minimum of 100 laptops at the end of each semester), data security/erasure using DBAN and MiniTool Partition Wizard, onsite maintenance, server rack moves/installs, updates via Ninite, and troubleshooting software/hardware issues
- Worked with Windows Server and PE to create OS images for deployment via PXE, verifying drivers and software were correctly being deployed to new computers
- Seeing inefficiency in inventory tracked through excel, I created a database application with bar-code scanner support which resulted in significant increases to multiple users productivity. Application could also output an excel file with list of computer asset tags, their most recent status/date, and any user details/notes

Resident Technology Advisor
Washington State University ResLife   **Pullman, WA • August 2012 – May 2016**

- Worked independently, supervised others, resolved internal disputes, planned student events, and provided customer service to address user IT issues
- Created and ran student events; one such event educated attendees of all skill levels about the fundamentals of programming and circuit design. Attendees went away with a working multi-colored LED light circuit they built themselves that was controlled via an Arduino and IR remote

EDUCATION

Bachelor of Science in Computer Engineering • Washington State University   Pullman, WA • 2016
Associate in Arts and Sciences • Everett Community College   Everett, WA • 2010

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INVOLVEMENT

Volunteer • Habitat for Humanity	Wausau, WI November 2018 – Present
Vice president of Board of Directors • Calvary Lutheran	Madison, WI • December 2018 – May 2019
President of Sierra Hotel Booster Club • Student Organization	Pullman, WA • May 2014 – May 2015
Financial manager of Sierra Hotel Booster Club • Student Organization	Pullman, WA • August 2013 – May 2014

SKILLS

- Operating Systems: Microsoft Windows (7-10 & PE), Linux (desktop and server), Mac OS, IOS, Android
- Notable Software: Microsoft Office, Adobe Photoshop/Illustrator, MS SQL Server, Visual Studio, VS Code, Atom
- Computer Languages: VB.NET, C#, SQL/T-SQL, web development (HTML, CSS, and JavaScript), C++, Python, Verilog, and VHDL

ejuel.net