

LAURIE FLETCHER

fletchla@gmail.com

541-698-6080

Aspiring data analyst with a reputation for exceptional collaboration and self-initiative. Seeking to offer my technical and analytical expertise in an IT role as I continue growing my database and systems administration skills.

TECH SKILLS

IT: Computer Imaging, Endpoint Manager, Azure AD, Powershell, Cherwell Service Management, Windows 10, Citrix

Data: Excel, SQL, Power BI

Design: Photoshop, Illustrator

Programming: HTML, JavaScript, Java, Python

EDUCATION

Oregon State University – Cascades

B.S. Computer Science - Software Entrepreneurship, Dec. 2023 (anticipated)

Minor: Organizational Leadership

Linn Benton Community College

A.A. emphasis in Psychology, 2011

RELATED COURSES

Project Management

Databases

Analysis of Algorithms

Nand to Tetris

Software Engineering

VOLUNTEER EXPERIENCE

Curry County Sheriff's Office

Search and Rescue Volunteer
Gold Beach, OR, 11/12-9/15

Corvallis Fire Department

Volunteer Firefighter/EMT
Corvallis, OR, 9/07-12/10

PROFESSIONAL EXPERIENCE

TEKsystems

Desktop Support Technician, Bend, OR Dec 2021 - Present

- Supported enterprise level (over 3,000 end users) project at St. Charles Health Systems to refresh hardware and migrate devices from SCCM to Intune Management
- Built and deployed devices and trained end users on Windows 10, Company Portal, SharePoint, OneDrive and Office 365
- Resolved tickets for troubleshooting software, hardware, printers, network connectivity and peripherals to meet end user needs
- Used: Imaging, Windows 10, Powershell scripts, group policy, Endpoint Manager and Intune, Cherwell, Azure AD & RSAT

Oregon State University

Lead Public Safety Officer, Bend, OR Jun 2021 - Dec 2021

- Assisted in managing small team and training new employees

Public Safety Officer, Bend, OR Dec 2018 – Jun 2021

- Built team project tracker in Google Sheets using JavaScript
- Provided troubleshooting and basic maintenance for emergency phone stations, alarm systems, elevators and door hardware
- Chaired Safety Committee: directed building inspections, incident reviews and submitted reports to risk management
- Used Adobe Creative suite to create 2D animated safety videos

Public Safety Officer, Corvallis, OR May 2017 – Dec 2018

- Built and managed department website in Drupal7

Curry County Sheriff's Office, Corrections Deputy, Gold Beach, OR

- Used Excel to digitize, improve and automate workflow of calculating statistics for budgetary purposes

Southwestern Oregon Community College, Tutor, Coos Bay, OR

- Assisted students learn physics, chemistry, calculus and English

Carla Fletcher, Property Caretaker, Gold Beach, OR

- Designed and built road, trenches and irrigation system

Corvallis Fire Department, Fire Prevention Assistant, Corvallis, OR

- Inspected properties for fire code compliance and enforcement

U.S. Forest Service, Biological Technician & Firefighter, Gold Beach, OR

- Performed spatial analysis using ArcGIS to improve field work