

GRANT SMITH grantnsmith@gmail.com | (831) 521-1674

Completed full-stack Web Development bootcamp at the University of Washington in August 2020

Technology troubleshooting expert in multiple OS platforms and a broad range of hardware.

Extensive experience in teaching, coaching, and training in both technical and non-technical environments.

EXPERIENCE

University of Washington

2020

Full-stack web development bootcamp

Seattle, WA

- 6-month intensive full-stack web development bootcamp
- Experience with HTML5, CSS3, Javascript, React, jQuery, multiple CSS Frameworks, Express.js, Node.js, Database Theory, MongoDB, MySQL, Handlebars, API's, Command Line, Git, Heroku.

Oracle Cloud Infrastructure

2019 - present

Systems Administrator

Seattle, WA

- Provide in person and online support for software and hardware systems in a large enterprise environment.
- Experience with Yubikeys, Slack Admin role, conference room A/V troubleshooting, Atlassian tools (Confluence, Jira, Bitbucket), Cisco AnyConnect, VPN, Zoom, PagerDuty, and McAfee AV.

Adventure Protocol

2017 - 2019

Co-founder and Content Manager

Santa Cruz, CA

- Developed website from the ground up while managing content contributors and monetizing website through affiliate marketing.
- Self-taught SEO and Wordpress development skills to create a site with 7,000+ views per month.

Santa Catalina School

2014 - 2016

Technology Support Coordinator

Monterey, CA

- Managed installation, user education, and troubleshooting of desktops, printers, copiers, network equipment, projectors, and peripherals.
- Supported systems included Windows, Mac OS, TCP/IP systems, MS Office Suite, Cisco Meraki, Parallels, Google Apps. for Education, Active Directory, and inSSIDer.

Apple Inc.

2012 - 2014

Genius

Seattle, WA

- Used troubleshooting skills to quickly resolve client technical issues and educated customers on products while maintaining composure in a fast-paced environment.
- Performed hardware and software repairs on iPhone, iPad, and Mac computers.

CERTIFICATIONS AND EDUCATION

University of Washington

2020

Full-stack web development bootcamp

Seattle, WA

Apple Certified Mac and Mobile Device Technician

2013

Mac Service Certification Exam and OS X Troubleshooting Exam

Seattle, WA

Azusa Pacific University

2010

Bachelor of Arts with Honors in Social Science

Azusa, CA