**Gunner Madsen**

**509-723-7169**

**Gunner.Madsen@outlook.com**

**Location: Portland Area, OR**

**Help Desk Technician**

Results driven Help Desk Technician with advanced computer skills, who is most happy when providing quality technical support and customer service. Enjoys learning new technologies, and working on teams. Detail oriented technician with excellent problem solving, troubleshooting, teamwork, as well as written and oral communication skills.

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| Areas of Expertise |  |

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| * + Hardware Configuration   + Software Installations   + Remote Issue Resolution   + System Troubleshooting | * + Technical Support   + Customer Service   + Teamwork and Collaboration   + Time Management |

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| Technical Proficiencies |  |

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| Tools: | Microsoft Office 2013/2016 (Word, Excel, PowerPoint, Outlook, Access) |
| Systems/Servers: | Windows 7/8/8.1/10, Windows Server 2012 R2/2016, Active Directory, Group Policy |
| Networking: | TCP/IP, Remote Desktop (RDP), NFS, SMB |
| Hardware: | PCs, Laptops, Cell Phones, Printers, Ethernet Cabling, Switches, Routers, Peripherals |

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| Professional Experience |  |

**Network Cable Technician – Streamline Cable Systems** (06/18–10/18)

Streamline Cable Systems offers complete structured communication wiring systems–from voice and data to video and security–to the business community throughout Southern California, Washington and Northern Idaho. As a technician at Streamline Cable Systems, I took part in the planning, installation and testing of Ethernet and fiber optic cable, customer service and issue resolution with clients, as well as cable, and network hardware diagnostics.

**Key Achievements:**

* Served as a key component in the installation of 120 Wireless access points for providing 5G Wi-Fi network connectivity to the Spokane Arena.
* Worked on a team of 15 members to plan and overhaul the aging wired and wireless networks for the entire Clarkston School District

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| Education & Credentials |  |

**Bachelors of Applied Science, Information Technology, June 2018**

Spokane Falls Community College, Spokane, WA