

Michael Shriver

Seattle, WA

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Complete Work Experience

The Boeing Company—Bellevue, WA

Enterprise Help Desk, Tier II Workstation Software Support; April 2007 - October 2011; \$18.50 Hourly

Supervisor: Kris Mercer

- Provide first level support on over 5000 applications to Boeing employees and partners
- Provide in-depth support for Windows workstation software; esp. Microsoft Office
- Provide basic administrative support for user and machine accounts in Active Directory
- Troubleshoot PC, network, printing and phone issues

SBR Technologies—Salt Lake City, UT

Night Oce Manager; August 2006 - February 2007; \$6.50 Hourly

Supervisor: Bob Shorten, (801) 486-1391

- Operate and maintain large format printers for blueprint reproduction
- Responsible for scanning, adjusting, printing, cutting binding and packaging of blueprint sets

Seattle Pacific University Plant Services—Seattle, WA

Paint Crew; July 2005 - September 2005; \$8.25 Hourly

Supervisor: Dan Gill, (206) 281-2071

- Paint on-campus houses, apartments, dorms and offices; interior and exterior

Seattle Pacific University Computer Science Department—Seattle, WA

Computer Lab Assistant; January 2005 - March 2006; \$8.25 Hourly

Supervisor: Mike Tindall, (206) 281-2945

- Provide technical assistance for lab users
- Maintain and operate lab printers and workstations

Seattle Pacific University Computer and Information Services—Seattle, WA

Help Desk Technician; September 2003 - June 2004; \$8.50 Hourly

Supervisor: Gerard DuGuay, (206) 281-2431

- Provide technical support via phone and email
- Troubleshoot PC, network and phone problems
- Provide field support of home PCs and dorm networks
- Write website copy and tutorials detailing technical processes

Seattle Pacific University Dining Services—Seattle, WA

Food Server; September 2002 - July 2003; September 2004 - December 2004; \$8.50 Hourly

Supervisor: Lisa Valle, (206) 281-2851

- Serve customers of cafeteria-style dining
- Maintain clean work area, including post-shift cleanup

Beans and Brews Coffeehouse—Salt Lake City, UT

Barista; July 2002 - Sept. 2002; July 2003 - September 2003; \$5.25 Hourly

Supervisor: Toni, (801) 963-7805

- Prepare and serve coffee drinks
- Maintain clean work environment
- Responsible for morning opening and night closing

Baskin-Robbins—Kearns, UT

Ice Cream Server; July 2002 - September 2002; \$5.25 Hourly

Supervisor: Randy, (801) 969-3111

- Serve ice cream to customers
- Responsible for store closing and cleanup

CUSA Technologies—Salt Lake City, UT

Computer Operator; October 2001 - August 2005 (Month-ends and summers); \$8.00 Hourly

Supervisor: Kris Ortega, (801) 756-2872

- Download and process Credit union statements over UNIX/AIX command line based system
- Load backup tapes, QA checking on final CD-ROM statement archives