

Skills

- **Software:** BMC Remedy ITSM, Cherwell ITSM, Windows XP, 7, 10, Microsoft Office (2007-2016), VMware, Adobe, VAMT 2.0, Cisco System VPN & ACD Clients. Open Broadcaster System, Sony Vegas, Skype for Business, FWI Content Player/Manager
- **Hardware:** Dell desktop and laptops, PC maintenance and installation, Windows Server 2008, Life-size Video System, Cisco/Avaya phone systems, HP, Intermac and Zebra printers. POS (Point of Sales application), Intel NUCs
- **Networking:** Active Directory, Group Policy, Peer to Peer, Virtual Desktop Infrastructure, Cyber Security, Video Teleconferencing, Data protection and management in Varonis
- **Certification(s):** Compia A+, MTA – Microsoft Technology Associate in IT infrastructure (Security Fundamentals, Windows Server Administration, Windows Operating System, and Network Fundamentals)

Projects

Blackjack - General Assembly

December 2021 - December 2021

A web browser game made using HTML, CSS, CardStarter and JavaScript. Allows users to play the card game Blackjack in your web browser.

StyLeKeeMods - General Assembly

January 2022 - January 2022

A full CRUD app made using mongoDB, Express, Node.js, and Google OAuth. Like PC part picker, this app is meant to help users draft out their planned custom keyboard builds before they commit on the parts. Users can also comment on all the keyboard builds and offer their suggestions.

everyJob - General Assembly

January 2022 - February 2022

A full-stack web application using Django. This app serves as inspiration for jobs you didn't even know you wanted, and is great for career transitions or first time workers. Without logging in you can view a list of all the Job Titles that have been added to the app, and you can view Job Posts from real world workers describing their experience.

1StopShop - General Assembly

February 2022 - February 2022

A full-stack MERN eCommerce application. 1StopShop is a simple eCommerce app that is meant to help users get started in creating their own eCommerce page. As an admin, you can easily add your own products that will allow any signed user to view your products and purchase them.

Professional Experience

WSDOT Washington State Ferries

Seattle, WA

IT Specialist 3 – Infrastructure & Visual Paging

November 2016 - Current

- Support the Washington State ADA compliant Visual Signage System on all of our terminals and vessels carrying over 60,000 passengers daily, in which the Visual Signage System operates for the hearing impaired both on WSF vessels and at terminals.
- Assisted in supervising the Visual Paging commission of both the MVChimacum and MVSuquamish WSF Vessels and the Colman Dock and Mukilteo Terminals.
- Design and implement sign functions and features using HTML Javascript
- Perform sign configuration and development with understanding of Four Winds Interactive software, web design and SQL Databases.
- Configure Visual Paging devices and accounts using Active Directory and task sequences through SCCM to place devices in group policy and to load special use applications.
- Work in MDFs and IDF's to navigate and manage servers, network switches and controllers.
- Specify certain business needs to purchase and accommodate ADA compliance for Vessels and Terminals and to stay up to date with digital signage standards and technology.
- Monitor active/inactive Visual Paging devices to ensure high system availability and to keep up to date on security related updates. Nonstandard devices include WSF Visual Paging PCs, touchscreens, video receivers, monitors, UPS's, physical and virtual machine servers.
- Perform special project duties including but not limited to: lead special projects, identify needs, define requirements, specify solutions, obtain approvals, coordinate and direct efforts of project team and resolve problems to ensure the project is delivered on time.

- Work with vendor's tech support to ensure specialized software programs work effectively with current software configurations on existing computers and wireless environments.
- Imaged and configured specialized PC's using Ghost, PXE Boot and working within Active Directory.
- Lead Tech in handling Four Wind's Interactive software, Content Manager and Content Player. Provided support for new content and to report touchscreen interactions for every visual paging system in service.
- Respond to customer support issues reported via the remedy problem management ticketing system to generate, update and resolve troubleshoot tickets.
- Served as Subject Matter Expert (SME) for Visual Paging System and point of escalation for Workstation Support Team. Supported in assisting customers with various workstation roles, including Desktop/Service Desk duties as needed.
- Keep Track of inventory and non-compliant devices using SCCM and Content Manager reports and work with various teams to ensure they are compliant.
- Required by the Maritime Transportation Security Act to be eligible and carry a valid Transportation Worker Identification Credential (TWIC) Card and to comply with all maritime and ship rules, regulations and procedures.
- Schedule onsite visits as needed to service Visual Paging Devices, which requires travel to various terminals and vessels from Point Defiance to Anacortes.

Seattle Cancer Care Alliance

IT Service Desk Technician

Seattle, WA

January 2014 – November 2016

- Performed on-site desk-side support on Dell Desktops and Laptops
- Completed a minimum of 50 Cherwell tickets per work week.
- Resolved technical issues presented in support tickets and provided updates to customers at regular intervals on ticket status
- Involved in the testing of client OS and applications as well as client hardware devices
- Experience utilizing applications and software to assist our users, including VMware Horizon View Client, Cisco System VPN & ACD Clients, Micro Point of Sales, RDP and various Windows tools.
- Managed end-users within Active Directory, activating user accounts, resetting passwords and placing them into member groups
- Secondary role as User Access Administrator (UAA). Provisioned access to various applications such as, EPIC, FMS, ORCA/Mindscape, and SCCA network access while staying under HIPPA and SCCA Security/Safety Policy.
- Inventory Management
- Performed helpdesk support as part of daily duties and provided exceptional customer service at all times
- Utilized Windows tools such as SCCM and PXE to image desktops and laptops and deployed to employees
- Worked in lab testing environments and intermediate distribution frames (IDFs) to manage and enable network connectivity to end users

Year Up Puget Sound

Information Technology Class Six

Seattle, WA

September 2013 – July 2014

- Year Up is a leading one year career development program with 250 corporate partners around the country; The program includes college level courses, professional training, and a six month internship. For the first six months of the program, students develop technical and professional skills in the classroom. Students then apply those skills during the second six months on an internship at one of Year Up's 250+ corporate and government partners. Students earn up to 23 college credits from Bellevue College, a weekly stipend, and are supported by staff advisors, professional mentors, dedicated social services staff, and a powerful network of community-based partners.