

# Tyler Kelly

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## Summary

- Over 8+ years in IT support in a variety of different industries.
- Self-starter, strong analytical skills, effective interpersonal and communication skills to interact with a wide range of users with varying levels of technical proficiency.
- Experience working in high pressure, dynamic, 24x7 environments.
- Strong communication skills, both written and verbal.
- Solid junior programmer (2.5 years oncology clinical trials, Phases I-III), with strong I.T. foundation.
- 6 years pharmaceutical industry experience (3.5 years I.T. followed by current 2.5 years current programming role).
- Currently lead programmer for 2 studies.

## Work Experience

### **IT Support Freelancing (January 2007– Present)**

Everett, WA

- In addition to my current job, I've continued to freelance IT work for family and friends.
- Hardware and software break/fix, including Anti-virus removal.
- E-mail support.
- Remote support over VPN.
- Smartphone trouble shooting and setup for new devices.

### **SAS Programmer I (March 2013 – Present)**

Seattle Genetics

Bothell, WA

- SAS/BASE, Basic understanding of programming for Clinical Trials.
- Write and test programs for clinical studies.
- Review and understand requirements, specifications, and protocol level documentation.
- Follow company standard SOPs and Guidance.
- Worked on developing additional Biometrics and Programming intranet presence.

### **IT Support Specialist II (May 2011 – March 2013)**

### **IT Support Specialist I (June 2009 – May 2011)**

Seattle Genetics

Bothell, WA

- iPhone/iPad/Blackberry - Deployment, ordering and configuring of devices for entire company. Managed Blackberry devices on BES.
- Planned, designed, implemented and updated new corporate intranet website for 650+ users. Managed original corporate intranet.
- Perform on-site and remote software installations, configurations, and troubleshooting

for Windows computers for 650+ internal and 100+ external users.

- Deployed IT software packages and tested in dev. environment for different departments, evaluating various hardware/software for diverse end-user population.
- Deployment of custom PC images with Norton Ghost and GimageX.
- Troubleshoot physical network infrastructure and provide assistance for more than 650+ users as well as software issues.
- User account management granting/removing permissions to file shares using AD and security groups.
- Created Exchange 2003/2010 mailboxes and user accounts in AD.

### **Desktop Support I (September 2008 – June 2009)**

**Marchex**

Seattle, WA

- Maintained day-to-day operations for 300+ users in desktop IT support.
- Assisted users with VPN connection issues.
- Setup users in cubes/offices. Followed IT standard for network ports and phone ports.
- Imaged workstations for new users – Windows XP/Mac OS, additional software.
- Troubleshooting issues related to hardware and software.
- Troubleshooting outlook and exchange issues.
- Created/deleted users in Active Directory and reset passwords for users.
- Developed and launched new corporate intranet.

### **Web Administrator/Desktop Support (January 2007 – September 2008)**

**Roadsidemultimedia.com**

Marysville, WA

- Maintained day-to-day operations for 350+ clients.
- Email & phone support internally and for external clients.
- Domain registration for internal and external clients.
- Created client FTP access and archived client's site files on local file servers.
- Troubleshoot issues remotely for external clients.
- Created secure, online HIPPA PDF forms.
- Built Temporary Flash/HTML websites for new clients.

### **Personal Goals**

I'm currently working on getting my A+ and N+ certifications which I hope to have completed this year. I'm currently learning Python and hope to have a small, personal project developed soon.

### **References**

References can be supplied when requested.