

## **PROFESSIONAL EXPERIENCE**

### **Albertsons Companies • Engineering Technician II • Tempe, AZ**

August 2015 to Present

Testing, diagnosing, configuring, repairing and warranty processing for equipment from retail and backstage environments. Creating and revising documentation for various work flow testing and warranty processes.

#### **HP**

- DL160 Proliant Servers  
- 800 G Series, Z Series Desktops

#### **IBM**

- 4690 POS  
- V3700/5010 Storwize Storage Array

#### **Bizerba**

- XC  
- K Class

#### **Lenovo**

- ThinkPad Laptops  
- ThinkCenter P510/720 Desktops

#### **Diji**

- PortServer TS 4

#### **NCR/Toshiba**

- Self Checkout

### **Safeway, Inc. • Staging and Configuration • Tempe, AZ**

March 2014 to June 2014 (Contract)

Tested, calibrated, configured, updated, repaired and/or refurbished Point-of-Sale equipment including hand-held wired and bluetooth wireless scanners and scanner/scales from retail and backstage environments

### **GoDaddy.com, Inc. • Technical Support and Sales • Scottsdale, AZ**

June 2007 to February 2011

Processed inbound calls, emails and web tickets from current and perspective clients for technical support and/or sales. Troubleshooting and resolving email, Linux and Windows Web Hosting (shared, virtual and dedicated), DNS, Database and site builder technical issues. Assisted current clients in the setup and usage of their products.

- Coached and assisted newly hired team members.
- Hosting Support Pilot Team July 2009

### **Target Financial Service • Guest Services VISA Rep • Tempe, AZ**

October 2001 to June 2007

Handled inbound calls for Target National Bank credit department for Target, Mervyns, Marshall Fields and Target VISA credit card accounts. Answering and resolving billing and account related questions and issues. Enrolling customers in the Take Charge of Education program. Promoting and providing information and materials for Target's community giving programs.

## **EDUCATION**

### **Arizona State University — Tempe, AZ**

- Bachelors of Science Marketing – 1999

### **Chandler-Gilbert Community College — Chandler, AZ**

- Associates in Applied Science Information Technology – 2015
- Certificate of Completion Linux Professional – 2015
- Associates in Applied Science Cisco Networking Technology – 2013
- Certificate of Completion – Network Technology: CISCO -- 2013
- Certificate of Completion – Computer Hardware and Desktop Support – 2013
- Certificate of Completion – Cisco Networking Administration – 2012
- Associates of Science Business – 1997

## **INDUSTRY CERTIFICATIONS**

**CompTIA A+ ce** -- N3GM5TKBYHEE276R – January 2014

**Cisco** (ID CSCO12716201) -- **CCENT** – February 2015 -- **CCNA Routing & Switching** – May 2015

## **SKILLS**

- **Cisco Equipment:**
  - Routers: 2911
  - Switches: 2960, 3560, 3650
  - ASA 5512 Firewall, VG310 Voice Gateway, 2602 AP
- **Cisco IOS:**
  - Interface configuration including static or dynamic addressing and settings
  - Dynamic routing protocols configuration, implementation and troubleshooting
  - IOS 12.x/15.x configuration file management (save, edit, upgrade and restore)
  - Implementing and troubleshooting DHCP, NAT and ACL