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## **Overview:**

My strong background in communication and customer service together with my great work ethic and team skills make me a fitting addition to your organization.

## **Education:**

The Art Institute of Seattle  
Associate of Applied Arts in Audio Production

North Idaho College  
Associate of Applied Arts in Music

## **Skills and Experience:**

- Extensive experience in maintaining, deploying, and supporting personal computers, networks, and software in Windows (up to and including Vista) and Macintosh.
- Excellent leadership and communication skills.
- Capable of relating technical information in terms a non-technical person can understand.
- In depth knowledge of electronics, signal flow, analog/digital audio and video.
- Knowledge of DHCP, TCP/IP, SQL, FTP, and Unix..
- Operated mixing consoles during large conferences and stage shows, monitoring many channels of audio, computers, projectors, video switching equipment, and lighting equipment.
- Participated in leading the Art Institute of Seattle Audio Club, helping new students on their first recording experience, promoting teamwork on projects, and organizing resources.

## **Employment History:**

Unified Grocers November 2006- April 2008  
Seattle, WA

End User Computing PC Specialist

Responsibilities include: Respond to and track trouble tickets concerning support on networks, PC and Macintosh hardware, Windows operating systems, Microsoft Office applications, specialized applications, printers, and Blackberries. Coordinate and implement projects pertaining to desktop and laptop hardware. Answered directly to the CIO and provide support to PC users throughout the corporate office, especially company officers.

Presentation Services Audio Visual March 2006- November 2006  
SeaTac, WA

Lead Technician

Responsibilities included: setting up and tearing down or supervising that of the gear used in conference rooms and ballrooms in the SeaTac Hilton Hotel and Conference Center. Organize and supervise the technicians to make sure the clients are given what they needed and offered additional gear and help to make their event go perfectly.

Best Buy October 2002-March 2006  
Seattle, WA

Geek Squad In-Home Technical Support

Responsibilities included: Traveling to customer's homes to repair, setup, customize, or configure their computers and networking devices; taking appointments, arranging driving routes, and maintaining a company vehicle; selling services and products to attain weekly goals. Provide training to customers and coworkers on emerging technologies.

Radioshack, Inc July 2000-August 2002  
Coeur d'Alene, ID

Sales Associate

Responsibilities included: Customer service, sales quotas, and minor repairs. Condensing manuals and technical specifications into training materials for other employees. Training new hires and teaching existing employees new technology. Specialized in wireless (cellular and LAN) technologies