‍‍Carson Bee

4527 NE 28th Ave, Portland, OR | 503.502.6171 | carsonbee90@gmail.com

Technical Skills

Applications

* Exchange 2003 - 2012, Active Directory, Office Suite 2003 -2016, Hyper-V 2012, Microsoft SCCM

Networking

* TCP/IP, Ethernet, Wi-Fi, VPN, FTP, Cisco IOS, VOIP

Operating systems

* Windows XP, Vista, 7, 8, and 10, Mac OSX 10.5+, Ubuntu\Debian, Windows Server 2003-2016, Android, iOS

Certifications

* Dell Tech Direct for Desktops
* Apple Certified Maintenance Technician

Experience

Field Technology Analyst | oregon health and science university | august 2016- current

* Deliver excellent customer service through phone support directly to customers to achieve first call resolution
* Execute project and ticket assignments in the field for various departments and IT related needs in a timely manner, demonstrating an ability to multi task and prioritize tasks throughout the day
* Established my ability to work independently at an early start and make proper decisions about escalation of tickets to various departments
* Quickly became knowledgeable and adapted to the broad spectrum of core services and technologies

IT consultant | Stoutcreek consulting llc. | june 2013 – July 2016

* On-site representative at Providence Park field; also provide direct service to multiple clients around the Portland area; demonstrated ability to multitask and rapidly prioritize IT concerns
* Identify and correct Wi-Fi and core network issues, hand scanners, and other mobile devices
* Facilitate network availability and connectivity for guest meetings and special events in the stadium
* Utilize Office applications to track inventory and maintain accurate documentation
* Off-site remote administration through RDP, VNC and vPro for on call issues across town
* Analyze recurring issues to create and implement a plan of preventative action
* Represent company principal at meetings and on an on-call basis
* Work with vendors to resolve technical issues and make purchases for various departments

Helpdesk technician | student affairs it – university of oregon | june 2010- june 2013

* Built trusting relationships with clients through excellent people skills
* Lead project and team management to address client issues and needs through a ticketing system; provided follow up to client concerns
* Developed printer and desktop maintenance skills across a multitude of platforms and devices, both Windows and Apple technologies

Education

bachelor of science | june 2013 | university of oregon

* Major: Digital Arts
* Minor: Computer Information Technology
* GPA: 3.45