

David Clouse

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Objective

To use the skills and knowledge that I've acquired in information technologies working towards positions of greater responsibility and a broader knowledge base.

Work Experience

Technical Operations Coordinator

7/2012 – 11/2013 TeamLogicIT, Portland, OR

Working with the General Manager to manage team workload, team priorities, and client escalations. Manage ticket assignments, offsite scheduling, and 24/7 coverage for clients. Review the status of the team member's tickets, projects, and escalations. Plan, implement, and manage server setup, maintenance, and management. Generally, we are a managed services provider for a variety of clients including desktop support, server maintenance, server setup, server migration, and application troubleshooting. Supporting Windows XP, 7, 8, Windows Standard and SBS Server 2003, Windows Standard and SBS 2008, Windows 2011, BDR backups, and client specific applications. Utilizing Kaseya remote management application and Autotask ticketing system.

Support Engineer

7/2008 – 2/2012 Polar Systems, Inc., Portland, OR

On and offsite support of a variety of clients including desktop support, server maintenance, and application troubleshooting. Supporting Windows XP, Vista, 7, Server 2000, Server 2003, Citrix servers, VMware, BDR backups, and a variety of proprietary applications in a managed services environment.

Systems Support

2/2006 – 3/2008 Landmark Aviation now StandardAero c/o Butler International, Los Angeles, CA

Supporting roughly 200 users on a Windows 2003 platform with XP and 2000 desktops and laptops. Providing desktop support for Windows Office Suite, proprietary aircraft manuals, and network connectivity issues. Also responsible for digital multi-line phone maintenance, CD tower servers, and tape backup of servers.

Technical Support Specialist

6/2003 - 12/2005 Agribuys, Inc., Torrance, CA

Working with a variety of web based tools my primary function is to ensure the proper flow of data through a SQL based web application. Issues are resolved, or, documented and forwarded to an appropriate team for resolution. In addition, client training and support regarding usage and capabilities of the system..

Consultant

3/2002 - 7/2003 VegaSys, Las Vegas, NV (Independent Consultant)

Install, maintain, and develop small business computer network infrastructure ranging from one to 100 workstations running Win98/Win NT/Win2000 with one or more servers running Win2000 Server/Win NT. Spec and build workstations and servers per client's requirements. Provide onsite and offsite technical support for a variety of Accounting, Law, and POS applications as well as Microsoft and Corel Office suites and proprietary databases. Provide hardware diagnostics, repair, and/or replacement.

Help Desk Consultant

3/2003 - 6/2003 TekSystems/PayPoint, Los Angeles, CA

Inbound call center handling technical support and customer service for credit card terminals and networks. Troubleshooting support for operations, software upgrades, installation, and data transfers. Trouble ticket information application used is Remedy with a variety of UNIX, AS/400, and intranet applications for support and research.

Education

8/2002 Community College Of Southern Nevada, Las Vegas, NV
Associates Degree, Computer Science emphasis

References

Reference Name	Phone	Email
Scott D Dally, Jr.	503 894 3270	scott@geekinthecity.com
Jorge Bonales	866 568 3700	Jorge.Bonales@standardaero.com
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