

TYLER SCAFIDI

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- Hardware Repair, and Installation (desktops, laptops, servers, POS, residential->Gov)
- Copper cable runs / Terminations
- Software Support
- Technical Support
- Salesforce.com
- Microsoft Office
- Windows and Windows Server
- Linux / LAMP
- Apple iOS/Mac OS
- Mobile devices
- Sales
- Detail Oriented
- Service

RELEVANT EMPLOYMENT HISTORY

Field Technician

TurnKey MSP, L.L.C., Denver/Northwest Florida Areas / Remote

May 2016 – Current

- Perform a wide range of equipment installation and repair across several types of equipment (i.e. residential->gov, POS, servers, routers, switches, hubs, WiFi Gateway, UPS, desktops, laptops, MPOS, etc.), testing, and ensure compliance with technical requirements, specification, and policies
- Familiar with Kiosks, Coin Changing Machines, Terminal Pin Pads, and entrusted key holder
- Ensure computer and network functionality, including cable terminations, runs, and network/circuits diagnostics
- Conduct site audits
- Work with many vendors on asset management, documentation, project management, escalations, disputes, etc.
- Established business as a side-gig

Tier I / Tier II Support Analyst

MJFreeway, Denver, CO

December 2015 – May 2016

- Work with 20+ internal end-users to troubleshoot services equipment/software issues
- Provide internal and external IT end-user support to ensure that systems remained functional at all times
- Training end-users on SaaS Point of Sale (POS) Software Usage(s) and workflows (from grow to mix and then retail)
- Troubleshoot Point of Sale peripherals (label printers, barcode scanners, scales, pole displays, cash drawer, and receipt printer), and other services equipment
- Generated custom SQL based reports from POS system data
- Set up the company's PBX system to be ready for Automatic Call Distribution of Live Calling and Live Chat. Training ~20 internal end users on functionality of new PBX system mobile & desktop
- Collaborate with team members to brainstorm emerging challenges in the industry
- Manage ticketing and CRM Systems in Zendesk
- Used Salesforce.com for Help Desk ticketing
- Managed user contact data in Salesforce.com CRM
- Integrated Salesforce.com with Automatic Call Distribution / Live Calling / Live Chat

Technician

A+ Computer Tech, Bellevue, WA

June 2015 - September 2015

- Build Custom PCs
- Break down any notebook or desktop device to barebones, troubleshooting, part ordering, repair, and queue management.
- Answering phones
- Remote support
- On-site client support

- Mobile Device repair
- Typically working on 5-10 notebooks and 3-4 desktops at a time via KVM and workbench.
- Benchmarking, Burn In, etc.

Home Wireless Networking Technician

Support.com, Remote for Comcast tenant

November 2014 – July 2015

- Troubleshoot and repair WLAN and LAN issues across multiple system platforms (i.e. mobile devices, PCs, printers, game consoles, televisions, etc.) related to Comcast clients
- Provision Modems
- Escalations
- Document Tickets
- Educate customers
- Networking (i.e. RDP, DMZ, Port Forwarding, Factory Resets, Custom Network Setup, Security Mode Adjustments, Channel Scan/Change, etc.)
- Follow work-flow within Einstein (Comcast tool)
- Support within scope

Independent Field Technician

Barrister Global Services Network, Ft. Walton Bch, FL / Remote

January 2013 – June 2013

- Responsible for installing/repairing damaged hardware
- Ensure confidential handling of sensitive parts and maintaining confidentiality
- Manage work orders and own working schedule
- Selected to be a primary technician for TSA networks

EDUCATION

MBA, Computer Information Systems, West Texas A&M (100% Remote)

May 2017

B.A.Sc., Project Management & Acquisitions: Northwest Florida State College

May 2012

CERTIFICATIONS

Certified Ethical Hacker, EC Council

March 2018

Security+, CompTIA

August 2017

Microsoft Technical Associate, Microsoft

November 2014

ACTIVITIES AND HONORS

National Honor Society, West Texas A&M

Spring 2017, Fall 2016, Spring 2016, Fall 2015

President's List, Northwest Florida State College

Fall 2011 & Spring 2012

Scholarship Recipient, Cultural Arts Society

2010:2011 & 2011:2012

Scholarship Recipient, National Contract Management Association

Spring 2012

Dean's List, Northwest Florida State College

Summer 2010, Fall 2010, & Spring 2011

Volunteer, Project Management Institute

November 2011

PROFESSIONAL DEVELOPMENT

Integrity in Business Partner Relationships, IBM

Jan 2017

Security and Alarm Install, FieldNation

2017

Risk Taking for Leaders, LinkedIn

October 2016

Expert Typist, 80+ WPM, ProvelIt

October 2012