

TYLER SCAFIDI

Tyler.Scafidi@gmail.com | [LinkedIn.com/in/TylerScafidi](https://www.linkedin.com/in/TylerScafidi) | Elizabeth, CO / Remote

- 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, etc.
- Ensure computer and network functionality, including cable terminations, runs, and network/circuit diagnostics
- Conduct site audits
- Work with vendors on asset management, documentation, project management, escalations, & disputes
- Entrusted to handle sensitive information/parts, and be a key holder
- Established business as a side gig, and maintain all licenses and online presence

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 service 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

D.C.S., Cybersecurity and Information Assurance, Colorado Technical University *Current*
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 *January 2017*
Security and Alarm Install, FieldNation *2017*
Risk Taking for Leaders, LinkedIn *October 2016*
Expert Typist, 80+ WPM, ProveIt *October 2012*