**Dakota Moon**

152 Fuller Road Chehalis, WA 98532 ∙ 360-304-9078 ∙ Dakota.j.moon0023@gmail.com

**SUMMARY OF QUALIFICATIONS**

Highly motivated, customer-focused IT Support Technician dedicated to merging soft skills with technical support. Maintains an Outward Mindset and finds value in listening to understand the needs and expectations of others. Skills developed through a robust career in customer and IT service roles, process improvement, and workforce development. Educational background in Information Technology

**ADDITIONAL SKILLS**

* Client / Customer Service
* Team Building / Excellent Interpersonal Skills
* Oral / Written Communication
* Reliable / Dedicated / Driven
* Flexible / Organized /Efficient
* Strong attention to detail
* Creative problem-solver
* Ability to prioritize and manage a variety of tasks simultaneously
* Report / Records / Database Management

**PROFESSIONAL EXPERIENCE**

**IT Customer Support November 2017 – October 2021**

**Service Desk Technician – Intern June 2017 – October 2017**

Washington State Department of Health – Tumwater, WA

* Process and assign incoming ticket (Tier 1 and Tier 2)s; manage unassigned tickets and other ticket queues to ensure customer needs are met and tickets are documented and closed to meet service level agreements
* Provide exceptional customer service, in-person and remotely with a variety of technical issues with a variety devices
* Provide support to many agency-wide services, applications and systems such as Microsoft file and printer servers, IIS, Teams, DNS, Zoom, Survey Monkey, etc.
* Troubleshoot issues that includes using Active Directory Users and Computers, antivirus software, Event Logs, Group Policy Editor, remote desktop (RDP, GoToAssist)
* Image and deploy desktops and laptops to new and existing customers including installing software, assisting with use licenses
* Support for over 200+ Agency applications to over 2000+ internal customers and all state WIC clinics
* Create and review knowledge base documents and procedures to be used for various IT skill levels.
* Create agency wide training materials, including recorded tutorials and coaching sessions.
* Prepare all new employee IT documentation and presentation for twice monthly on-boarding.
* Collaborate on the Continual Service Improvement (CSI) team, generating ideas and implementations for our team's ever-evolving scope of work.
* Process RSA Soft Token and Hard Tokens/ VPN requests through WaTech.
* Assist external customers and internal staff with Secure Access Washington issues and questions.
* Assist with submitting requests for hardware and software purchases, including researching solutions.
* Provide support for IMT response related teams, including National Guard, EMD, volunteer staff and activated internal employees.
* Proficient use of PowerShell, Microsoft Active Directory, Azure Active Directory, SharePoint, Microsoft Office 365 and Office Suite products
* Configured mobile devices with MDM software, using WorkSpace ONE.
* Manage licenses by working with divisions, units and programs to validate current users and charge codes
* Assisted with Virus Prevention Software and security alerts to remove possible viruses

**Key Holder | November 2013 - December 2016**

Helly Hansen - Centralia, WA

* Answering questions both in-person and on-the-phone
* Assisted customers with a warm and professional attitude
* Money Handling
* Maintained cleanliness and organization of sales floor
* Manage product returns and exchanges; looking up customer information, purchase history and receipts
* Assisted with maintaining stock numbers

**EDUCATION**

**South Puget Sound Community College** – Olympia, WA 2017

AA - General Studies

AAS – Computer Network Administration