

Randy Seacat

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505-859-3248 (VoIP)

Objective: Seeking a permanent or contract position in computer-related fields, encompassing hardware or software. I am proficient in Windows, Mac, UNIX/Linux, networking, troubleshooting, support, and customer service. Strong knowledge of radio concepts and Wi-Fi. Experienced in supporting network environments, web/file/email servers, databases, applications, and cloud concepts. I am familiar with XML, PHP, JAVA, C#, BASIC, and Python programming. I am a quick learner and thrive on daily self-education.

Some Experience:

Self/WebIT Northwest Puget Sound, WA - Technical Consultant specializing in hardware and software support/repair, web development, and business solutions

- Technical support, instruction, and customer service.
- Facilitated system configuration, troubleshooting, and administration across diverse platforms.
- Backup solutions, system imaging, break-fix, database migration, and maintenance.
- Assisted customers onsite, via phone, email, chat, and remote desktop applications.
- Network/Server deployment. DHCP, DNS, FTP, HTTP, SMTP, VPN, and more.
- Office applications, ticket systems, with support and instruction of such tools.
- Managed web deployment, eCommerce initiatives, marketing, and SEO with a focus on analytics.
- Business and office operation, management, additional marketing, and sales.

Amazon Web Services/AWS Seattle, WA - Technical Customer Support Associate

- Assisted Private and Enterprise customers with Cloud Computer services, applications, and tools.
- Offered guidance, troubleshooting, deployment, operation, and various support functions.
- Provided billing and services support via call center, email, and live chat.
- Achieved high customer ratings via customer-facing trouble ticket system.
- Contributed to operational improvements and tool development.

Contract (2): Intel Corp. Dupont, WA - Engineering Technician

- Hardware validation testing. Configure systems for testing in environmental labs.
- Recorded errors, documented via reports to engineers.
- Thermal solutions, shock, vibration, RFI, and Acoustics.
- Assisted engineers in product development and design through assembly and testing.

Contract: Boeing Company Seattle, WA - ISDS System Analyst and Support Technician

- Supported 400+ users on project-wide computer operations.
- Provided hardware and software troubleshooting and maintenance.

Illuminar Technologies Inc. Poulsbo, WA - Technical Customer Support, Software Test

- Provided technical support for software products in government networking environments.
- Worked with MS Windows server configuration and deployment.
- Documented and tracked issues using a ticket system.

Contract: Speakeasy.net Seattle, WA - Support Technician/Analyst

- Customer service and support for broadband and VOIP services.
- Resolved issues in a call center environment.

Contract: ADS Seattle, WA - Support Technician/Consultant

- Provided on-call software, hardware, and network support for various business clients.

Firstdial.com ISP Enumclaw, WA - Customer Support, Web Site Management, Retail Accounts, Sales,

- Managed customer support and contributed to website operation.
- Conducted UNIX scripting for the website.

Contract: Lamonts Bellevue, WA - Contract Engineer, Computer Analyst, Network and System Operator

- Monitored national network systems. Backup of corporate data.
- Collected and processed sales data and printed extensive daily reports provided to executives.
- Operated on VMS, AIX/R9000, and TANDEM systems. Batch and scripting.

Contact: Tax Machine Bellevue, WA - Contract Engineer, Customer Support, Beta Testing

- Provided call center software/hardware customer support.
- Beta tested software before commercial release.
- Performed system diagnostic testing and general office administrative duties.

Seattle On-line Seattle, WA - System Administrator, Customer support

- Administered the largest public access UNIX system in the Puget Sound area (at the time).
- Provided system administration, customer service, network administration, technical support, and some programming.

Traits: Self-educator. Critical thinker. Work well with a wide range of personality types. Team player. Attentive work ethic.

Interests: Aviation, communications, graphics, web page development, FCC Amateur Extra Class license holder, volunteer local emergency management communications support, family activities, graphic art design, photography, 3D modeling, audio and video production, music production, video game design, and some outdoor sports.