

Travis T. Hayes

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SUMMARY

Highly motivated, performance-driven IT professional with a strong sense of accountability, offering experience in root cause analysis, training and customer service.

SKILLS

Windows

Mac OS

Cable Management

Rack install

TCP/IP

DNS

Active Directory

DHCP

WDS

Support end-users

Problem-solver

Detail oriented

PROFESSIONAL

Technical Support Technician temp – UPS

Seattle, WA

10/2019 – Current

- Responsible for \$5 million in equipment 500 staff
- Responsible for UPS Shoreline, SEA Executive/HR, SEA HUB, SEA AUTO, Boeing Field & NW region for five hours every night.
- Worked on multiple time sensitive projects with little to no supervision
- Responsible for ordering all IT hardware equipment & software, tracking & construction of equipment
- Determined if issues with equipment were for IT related or Maintenance (PE) related
- Support proprietary hardware, software, Windows 7 mobile in semi trucks, windows 8 & 10
- Installs, configures, and maintains HP Gen10 DL360 and HP Gen9 DL380 servers and Aruba 3810M switches, as well as diagramming server rack layout and basic cable management.
 - Plays an important role in pinpointing and rectifying issues surround annual audit standards.
- Responsible for daily break/fix of thermal label printers, workstations, and phone systems, and PMI of high-speed scanner system and Honeywell scanning equipment used by delivery associates.
- Cisco, Zoom, VOIP, POTS, PDX SLA with Black Box support
- Provided feedback to management launches of software programs
- Proactively responded to SLAs proprietary hardware related issues to keep UPS HUB health above 99.5%
- Tickets from Helpdesk were organized on SLA tier 2,4,5,6 in level of response.
 - Prepare and perform audits IDF/MDF & equipment for UPS
- Provisioned Windows 10 PCLC tasks
- Train end users on how to use equipment

Helpdesk Technician – Excess Resources

Seattle, WA

11/2018 – 10/2019

- Fix hardware mac devices, make upgrades
- Help staff with daily issues
- Purchase equipment for SOHO
- Train end users on how to use equipment

Command Center Operations Dispatch – Allied Universal

Seattle, WA

09/2015 – 11/2018

- Point of contact for all of security operations for Kaiser Permanente
- Review reports from officers submitting reports for errors or clarifications
- Make badges for staff, keep important video on media
- Help staff with any questions or improvement of their duties

Help Desk Technician temp – Corestaff

Seattle, WA

05/2012 – 09/2015

- Place equipment in new office and complete setup of all devices ready for users
- Remove computer equipment and prepare it for move
- Work with team members to complete over 500-1000 office moves in three days

DEVELOPMENT

Bachelor of Arts in Social Sciences, 2016

Study abroad South Korea - Sport Management Minor
Washington State University, Pullman

CompTIA A+ Cert 2022

Udemy Mike Meyers Network+ completion certificate