

**Dawn Schutt**  
4044 Dogwood Ct.  
Loveland CO 80538  
(970) 613-9990  
creo2@hotmail.com

**Background Summary:**

- 12 plus years IT Technician experience
- 10 plus years General Labor experience
- 2 plus years Administration Support experience
- Experience in the Manufacturing, Government, Educational and Small Business Industries
- Master sweep and a skilled professional Window cleaner
- Forklift, scissor lift and pallet jack trained
- Skilled with hand tools, power tools and ladders
- Skilled in PPE use; respirator certified

**EMPLOYMENT HISTORY:**

**Temporary/ Seasonal Office Assistant**

**03/15/17-11/22/17 5/2018-Present**

**5280 Staffing/ Hurr |Vasa Sprinkler and Landscape**

**Loveland, CO 80538**

- Answer phones, schedule appointments, file, enter data into QuickBooks, assist with payroll and any other duties the Office manager needs

**Seasonal/ Flex staff**

**09/01/16- Present**

**Macy's Store 351**

**Loveland, Colorado 80538**

- I work with the merchandise- shipping, packing, processing the trucks, cleaning, other tasks as assigned.

**Site Services Technician- Lead**

**Cheyenne, Wyoming**

**Atos (Microsoft Data Center)**

- Monitor and control daily service ticket activity, customer calls and service levels
- Resolve technical problems with hardware, software and connectivity
- Install/ upgrade/ replace server, device, or network components as needed
- Windows Server OS Support (2008/2012)
- Networking support (protocols, troubleshooting connectivity)
- Perform physical hardware audits
- Perform hardware warranty/ RMA requests
- Coordinate deliveries and transport requests

**Technical Support Specialist**

**Aims Community College**

**Greeley Colorado 80632**

- Provided PC/laptop and Thin Client hardware and software installation, imaging, troubleshooting and repair
- Printer installation, troubleshooting and repair
- Cell phone setup, troubleshooting and repair
- Use of hand tools, power tools, ladders

**Desktop Technician II**

**Abound Solar**

**Loveland Colorado, 80538**

- Provided PC/laptop and Thin Client hardware and software installation, imaging, troubleshooting and repair
- Printer installation, troubleshooting and repair
- Cell phone setup, troubleshooting and repair
- Trained for and used scissor lift, pallet jacks and forklift
- Use of hand tools, power tools, ladders, respirator and other PPE

**Computer Technician**

**Greeley Colorado, 80501**

**Centennial BOCES**

- Provided PC/laptop and Thin Client hardware and software installation, imaging, troubleshooting and repair
- Ran mainframe backups, payroll and A/P printouts, and printed labels from the student database, printed student report cards, and maintained the only Apple computer.
- Use of hand tools, power tools, ladders

**Computer Repair Technician/ Network**

**Thompson R2-J School District**

**Loveland Colorado 80537**

- Maintained, configured, imaged and repaired the PC/Apple computers district wide

- Supervised 5 IT department student interns and was recognized by the students as supervisor of the year.
- Use of hand tools, power tools, ladders

**General Labor/ Assistant/Master Sweep**

**Capri Services/Upstart Ltd**

**Ft. Collins Colorado, 80521**

- Washed Windows, chemically treated glass when needed
- Swept and rebuilt Chimney's- obtained Master sweep status
- Cleaned gutters and dryer vents
- Answered Phones/ scheduled customers
- Use of hand tools, power tools, ladders, respirator and other PPE

**EDUCATION:**

- A+ Certification, Feb. 2003, CompTIA.
- BA in Speech Communication, University of Northern Colorado
- Business Studies, Pikes Peak Community College
- Diploma in College Preparation, Widefield High School

**REFERENCE SECTION:**

Abound Solar 970-619-5340  
St. Vrain Valley 303-776-6200  
Thompson 970-613-5000  
Atos 1-866-604-6572  
970-613-0225  
Macy's 1-800-367-5690

Centennial BOCES 970-352-7404  
Capri Services 970-221-4417  
Aims CC 970-339-6210

Hurr| Vasa