

# SCOTT FRY

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## OBJECTIVE

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My objective is to obtain a position within an organization that values employees, innovation and lifelong learning. The ideal position would allow me to use my technical, customer service, leadership and organizational skills to grow my own career and fulfill the mission of the organization.

## EXPERIENCE

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### **2015-Present Rainier Connect**

Eatonville, WA

#### *Network Technician*

Day to day responsibilities include supporting the IT and Help Desk departments while maintaining the internal and customer facing networks. This includes tracking and continually monitoring trouble ticket and service order queues through billing software. Working with a wide variety of networking equipment such as core and edge routers from Cisco and Juniper as well as access routers and switches from HP, Mikrotik/RouterBoard, and Ubiquity. In addition, my position is first Point Of Contact to our CATV department and management of all equipment from the satellite dish to the set top boxes on customer premises. I also assist in the deployment and current management of our internal phone system.

Above and beyond my regular duties, I initiated, planned, and completed several projects which led to positive changes to our customer experiences in terms of quality and reliability. In order to improve documentation I organized several audits to track equipment, IP space, and cabling configurations to make supporting our expansive network easier for the rest of our team.

### **04/2015-07/2015 Rainier Connect**

Eatonville, WA

#### *Advanced Tech Support (ATS) – Coordinator/Trainer*

Along with regularly supporting customer's needs via trouble tickets, email, and phone calls, I was instrumental in documenting many troubleshooting procedures, including audits of relevant equipment, systems, training procedures for the support desk personnel and customer care teams. I assisted the Department Manager in hiring, managing support schedules and phone coverage, and observed for trends in trouble tickets/calls to proactively identify possible outage conditions and worked with the network teams to resolve problems before they were widely reported.

### **03/2014-05/2015 Rainier Connect**

Eatonville, WA

#### *Advanced Tech Support (ATS)*

The ATS department provides Tier 3 technical support to residential and business customers for issues related to email, internet connectivity, phone, CATV, and web site hosting. My team supported nearly 20,000 customers across various footprints and service types through trouble tickets submitted via 2 different ticket management systems, email, as well as direct and queue calls. Supported services include internet access (Fiber, Cable, DSL, and Dial Up), email, web services, DNS, and several different phone systems (POTS, DV, PBX).

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## **2011–2014 Eatonville School District #404** Eatonville, WA

*Technology Assistant/Computer Lab Instructor - Classified Staff*

The primary job function of a 'Technology Assistant' is to provide technology instruction to elementary students and staff. Secondly, the position supported the building's supply of Windows and Apple computers. This position was solely in charge of maintaining nearly 150 desktop and laptops of various manufactures. In addition, I provided support for all audio/video systems, several tablets, and other forms of technology. The position maintained the schools website through the district's Content Management System (CMS). The curriculum I developed over 3 years taught students many aspects of computer use from basic keyboarding and mouse skills to computer troubleshooting and basic programming.

I was a member of the 2013-2014 Technology Steering Committee for the District.

## **2007–2011 Eatonville School District #404** Eatonville, WA

*Para-Professional - Classified Staff*

Educational instruction included working with the SPED department and working as a primary reading group instructor.

## **1997-2010 Frycustom.com**

Eatonville, WA

*Computer Support , Web Designer, Graphic Artist – Self Employed*

Provided contracted and hourly support for individuals and businesses with whatever services they required. The major focus was design, implementation, and deployment of many different web site solutions, from static pages to many different Content Management Systems. During this time I supported several online communities with memberships numbering in the 10's of thousands, through hosting, database administration, and managing teams of developers and moderators.

I also provided desktop support for customers, either by phone, remote desktop session or in person. Customer's needs were varied and ranged from large scale computer deployments, to peripheral support, and onsite training.