

Tyler Swanson

8925 Timber Loop Olympia, WA 98513

360-259-3307

consulting@tylerswanson.com

TylerSwanson.com

Work Experience

TWINSTAR CREDIT UNION, LACEY, WA

Network Administrator, Dec 2015 – Present

- Managed enterprise network infrastructure including routing, switching, firewalls/IPS/IDS, data centers, user access, SDWAN, MPLS and Internet circuits, Remote VPN and Vendor VPN tunnels, WiFi, and much more.
- Handled escalations from NOC/Helpdesk, assisted IT Systems team, as well as assisting management in making improvements to Systems and NOC/Helpdesk workflows and processes.
- Primary contributor in most Enterprise and IT projects, including new branch deployment, ServiceNOW, Nutanix, Aruba/ClearPass WiFi, PureConnect/Polycom Contact Center, FortiSIEM, and many more.

REACHONE INTERNET, LACEY, WA

General Manager / Senior Systems Administrator, Oct 2015 – Aug 2016

- Reviewed financial statements and sales to measure productivity and goal achievement and to determine areas needing cost reduction or improvement.
- Determined staffing requirements, interviewed, hired, and trained new employees.
- Determined and developed services to be sold, and set prices and credit terms.
- Developed and implemented product-marketing strategies, including advertising campaigns and sales promotions, as well as managing all social media.
- Continued all previous duties as Senior Systems Administrator.

Senior Systems Administrator, Oct 2010 – Oct 2015

- Maintained and administered computer networks and related computing environments including computer hardware, systems software, applications software, and participated in a weekly 24 hour on call rotation.
- Configured, monitored, and maintained all systems, including email systems, load balancers, firewalls, domain controllers, RADIUS, DNS, SQL, NTP, and IIS and Apache web servers.
- Sold and deployed T1, Fiber, Wireless PtP, and other Internet and MPLS Ethernet circuits throughout Washington and Oregon.
- Participated in a weekly 24 hour on call rotation.

Helpdesk Manager, Nov 2005 – Oct 2007

- Hired, trained, and managed a technical support team to make and receive technical support calls and emails concerning Internet connectivity configuration and troubleshooting, email, domain name registration, web hosting and services, DNS hosting, domain name registration, SSL certificates and more.

MUD BAY, OLYMPIA, WA

Systems Administrator, Nov 2009 – Nov 2010

- Provided technical support to 20 store locations and 40+ administrative staff, including weekly on-call rotation.
- Researched, configured, deployed, and maintained POS machines/peripherals, office computers, servers, and network equipment.
- Ran phone and data cabling for all existing and new retail locations.
- Deployed system and network monitoring solutions, inventory tracking solutions, and backup/disaster recovery solutions.

Systems Technician, Oct 2007 – Nov 2009

- Provided technical support for 20 store locations and 40+ administrative staff, including weekly on-call rotation.
- Provided POS and general IT training to retail and administrative staff.
- Configured and deployed helpdesk/ticket system and trained users on new system.

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Volunteer Experience

- New Market Skills Center Advisory Board - Computer Hardware and Networking Chair - 2013 to 2015 - Responsible for helping provide direction for the CHAN (Computer Hardware and Networking) program's classroom curriculum and opportunities for student training. Reference: David Leaf, Jera Networks

References

- Andrew Riddle – Sr Manager IT Infrastructure, Palo Alto Networks Unit 42 - 360-972-6667
- Chris Hunt - IT Manager, Port of Grays Harbor - 360-481-1438
- Alex Tomney - Network Engineer, Whatcom Educational Credit Union (WECU) - 360-480-4212

Recommendations

Recommendation verification available at <https://www.linkedin.com/in/tylerswanson/>

- J. Allen - ITS4 at WA State Dept. of Ecology
“Tyler is a hard worker. He is good at paying attention to detail. He manages his time and subordinates well. He was very well liked by all of our customers and built a great rapport with them. He has top-notch technical skills and picks up on new skills extremely fast. He is fair and easygoing, but not afraid to take charge when needed. I highly recommend Tyler.”
- Mark Derricott - Attorney at Emerald Law Group
“Tyler is one of the most responsive and pleasant systems administrator professionals I've ever worked with. In basic computer/network issues as well as large projects from scratch, it was always a given that Tyler would get whatever job done on time and within budget. I was always amazed at his tireless efforts.”
- James Kenner - CIO at Reach Minded
“Tyler has been an extremely valuable addition to the team. In addition to his abilities as a Network Engineer, his knowledge on systems has proven invaluable. He consistently delivers high quality results in an extremely challenging environment with looming deadlines and not enough hours in a day. Through it all he maintains a great attitude as he tirelessly toils at his daily tasks.”
- Kari Kells - Partner at Fauna Collective, LLC
“Tyler is one of the most astute, friendly, professional IT guys I've ever worked with. I miss working with him!”

Certifications and Training

- Certification: LogicMonitor Certified Associate Certificate No. bvt5eifrag69 – Expires 10/6/2024
- Certification: ZCCA-IA Zscaler Certified Cloud Administrator Internet Access – Expires 5/3/2023
- VMware SD-WAN by VeloCloud: Deploy and Manage - Completed March 2020
- ServiceNow - Discovery Fundamentals - Completed November 2019
- ServiceNow - ServiceNow Fundamentals - Completed May 2019
- CBT Nuggets - Scrum Essentials - Completed May 2019
- VMware Carbon Black App Control Administrator - Completed November 2018