

Aidan Darcey

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EXPERIENCE

OCTanner, Salt Lake City UT — IT Service Desk Technician

June 2022 - PRESENT

At an extremely tech oriented company I support all needs of the users and teams. Manufacturing systems, shipping software, hardware setup and provisioning, printer support, end user computers, automation, and asset management across about 2000 windows devices and 500 apple devices.

MarqueeIT, Orem UT — Phone Tech Support

January 2021 - December 2021

Full time tech support answering questions, solving complex computer problems, being first contact for those calling the company for help.

Church of Jesus Christ of Latter-Day Saints, Idaho — Volunteer Missionary Service

December 2017 - January 2020

EDUCATION

Mountainland Technical College, Orem UT — IT Technician Program

February 2020 - June 2021

I gained valuable hands-on training regarding various technical support operations. I learned networking, customer support, and windows skills.

Brigham Young University, Provo UT — IT, Cyber Security

June 2015 - December 2017

While at BYU I majored in Information Technology and also studied in the Computer Engineering, and Cyber Security programs.

Certification Verifications

A+

<https://www.certmetrics.com/comptia/public/verification.aspx?code=3W1GW645VP0FGS9>

Network+

<https://www.certmetrics.com/comptia/public/verification.aspx?code=MR40QKW76R60V1ST>

PC PRO

<https://verification.testout.com/verifycert/6-2C6-269SA>

STRENGTHS

Technology– Extensive Computer/Office skills.

Self Management– Experience setting goals and plans to achieve those goals.

Time Management– Skilled with managing and using time effectively.

Communication– Experience with dealing with hostile customers, teaching, and explaining in simple terms.

Teamwork– Gets along well with coworkers. Skilled with delegation and working in a team.

Calm Under Pressure– Able to identify issues and apply solutions quickly.

Certifications/Other Skills

CompTIA A+

CompTIA Network+

Testout PCPRO

Active Directory

Endpoint Management tools

Intune

Jamf

Exchange server/Outlook administration

Remote Desktop Systems

Zoom Meeting Room Administration

AV and projector systems