



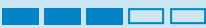
# Alexander Clay

Committed to High-Quality Work

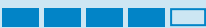
📍 Salem, OR  
📞 (503) 999-9683  
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## Skills

### Active Directory

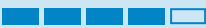


### Docker



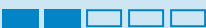
virtualize, containers

### Ansible

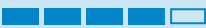


Automation

### VMware vSphere



### Windows & Linux



Servers, Websites, Deploy Apps

### Bash



### Teaching Experience



Tutor, Training

### Cooperation & Communication



Problem Solving

### Wireshark



### Public Speaking



## Awards

### Most Trouble Tickets completed

Amazon

### September 2016

At Amazon Kent, WA, I was recognized by senior management in front of the entire staff for the new record of most issues investigated and solved in 3 months.

### Honor Student

Chemeketa Community College & McNary High School

### Dime Club

The Boy Scouts

### July 2008

From a distance of 100 meters, shoot five .22 caliber bullets at a target, grouping the holes tightly enough to fit under a dime.

Seasoned IT professional known for delivering high-quality services with unwavering integrity. Consistently recognized as a top performer.

## Experience

### Freelance

October 2018 - Present

IT consultant

Portland Metro Area

- Deploy apps, websites, servers, workstations, remote VPN access, and premise surveillance with AI recognition and mobile alerts
- Troubleshoot network, printer, and PC issues
- Update and document the client's IT environment
- Monitor performance and propose plans and costs of growth.

### NCR Atleos Corp.

April 2018 - November 2024

Senior Field Engineer

Salem, OR

- Diagnosed and resolved: end-user, server, and network issues for several clients, including Oregon's EIS.
- Coordinated tickets by priority with team members, adapting to changing situations throughout the day.
- I was key in reducing reoccurring issues in my service area from 22% to 4%--well below the national average.
- Reimaged PCs and replace equipment as necessary.

### Walmart

January 2017 - April 2018

Stock Clerk

Salem, OR

### Amazon Inc

May 2016 - December 2016

Inbound Support Service Rep

Kent, WA

- The sole architect of software to improve team workflow by 80%.
- Failed ticket count is expected to be under 300. I was key to reduce it from 1,200 to 0.

### Mix Bistro and Bar

June 2014 - May 2016

Dish Washer

Salem, OR

### Roofrite Services

June 2010 - September 2012

Roofer

Salem, OR

## Education

### Chemeketa Community

September 2012 - June 2014

College

OSU Transfer Program in Electrical Engineering

3.6 GPA

Incomplete

## Volunteering

### City of Keizer

Keizer Rapids Park

Supervisor

Instruct 3 men to construct a section of ‘The Big Toy’ Playground and interpreted plans

### McNary High School

Keizer, OR

Tutor

Math, Chemistry, and Programming Tutor

### Oregon State Parks

Invasive plant species clearing and preservation at Oregon state parks

### Marion Polk Food Share

Food Order Fulfillment

### Oregon Parks

Path building