

Randall Kincaid-Shatto

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Portfolio webpage: <https://rkincaidshatto.github.io/>

Current Objective:

Finish my BS at OSU, and find a rewarding, long-term job in the field of software engineering.

Education:

Bachelor of Science in Computer Science:

Oregon State University – Cascades, Bend, Oregon, Anticipated Graduation,
Web and Mobile Software Development, GPA: 3.8

Associate of Applied in Computer Information Systems:

Central Oregon Community College, Graduated with Highest Honors: June 2015, GPA: 3.96

Trainings and Certifications:

Certificate of Completion (4.0), Cisco Networking Online Academy, Completed 2015

Certified in CompTIA A+, Comptia, May 2015

Certified Mac Technician, Apple, June 2015

Technical Skills:

Languages: SQL, VBA, JavaScript, Python, C++, C#

Operating Systems: Windows XP, Vista, 7, 8, 10, OSX, Linux, Unix, Cisco Networking CLI

Office Software: Microsoft Word, Excel, PowerPoint, Access, VBA script

Installation and Troubleshooting: PC Hardware, Software, Network Hardware

Experience:

IT/Help Desk

Karnopp Petersen LLC, Bend, Oregon, August 2015-August 2016

- Maintained 40+ stations within the firm's network and server infrastructure
- Wrote SQL to query database in Prolaw
- Fixed hardware and completed troubleshooting and life-cycle replacement
- Managed conflicts with frustrated/irritated staff members, including 20 attorneys
- Performed administrative work for IT sector
- Communicated with internet and cloud service providers when there was an issue

PC Technician

Connecting Point Computers, Bend, Oregon, March 2015-May 2015

Worldwide Tech Services/Dell, Central Oregon, August 2014-November 2014

KS Repairs, Central Oregon, January 2012-August 2015

- Ran diagnostics on operating systems, software and hardware
- Identified solutions and repaired multiple desktops and laptops daily
- Customer service/repair at counter and billing

Internships

City of Bend, Bend, OR, August 2016 – February 2017

Managed life-cycle replacements

- Installed operating systems on new hardware
- Migrated data to fresh operating systems
- Performed installations and checked on hardware in facilities across the city
- Fixed any hardware issues
- Tracked and stocked inventory

Quantum Communications, Redmond, OR, 2014

- Labeled and organized CAT-6 connections in network server room
- Used Cisco CLI interface through telnet to create network map

