

Sierra Randolph

Pacific Office Automation

Beaverton, OR • NOC Technician and Helpdesk Technician
February 2021–October 2024

Spearheaded network documentation project for all clients.
Singlehandedly deployed manual patch to thousands of workstations.
Addressed system alerts and proactively resolved problems.
Troubleshot service tickets and resolved them in a timely manner.
Maintained 100% 5-star rapport with remote customers.

Purpley Goodness

Portland, OR • Freelancer • September 2004–

Provides freelance graphic design and web development.
Utilizes Inkscape, Scribus, and other open source software.
Balances assorted projects with other commitments.

Werner, Knight, and Schneider

Eleven Western States • Truck Driver • January 2017–February 2020

Transported dry van loads across the eleven western states.
Transported intermodal containers to and from the BNSF yard.
Utilized ELDs and E-logs for transparency and accuracy.
Kept a close eye on weather and road conditions for safety.

Production Media Company

Beaverton, OR • Graphic Designer and Print Overseer
August 2015–October 2016

Created at least 1,000 ads and hundreds of folder layouts.
Utilized Adobe Photoshop, Illustrator, and InDesign CC.
Communicated with customers via email and phone.

Alpha Kappa Psi

Portland, OR • VP of Internal Affairs • October 2012–March 2015

Built a new website and managed group emails.
Took digital meeting minutes and distributed them quickly.
Kept lines of communication between members and officers open.

Schnibbity Gifts

Klamath Falls, OR • Tech and Service Specialist • September 2004–January 2014

Provided direct customer service to store patrons.
Wore many hats and took on responsibility as needed.
Singlehandedly managed all advertising campaigns.

Program Fluency

Windows • Linux • Mac OS • VMware • VirtualBox • QEMU
Command Line • Terminal • Grav • WordPress
Microsoft Office (Word, Excel, Powerpoint, etc.)
Adobe Suite (Photoshop, Illustrator, InDesign, etc.)
Coda • Canva • Figma • Prezi

Skills and Proficiencies

HTML • CSS • SCSS • LaTeX • Python • PHP • Twig • XML
Raw Code • Structural Organization • Problem Solving
IT Support • Customer Support • Database/SQL Administration
Data Entry • Semi-Truck Driving • PC Gaming
Pre-Print Production • Layouts • Animation • Wireframing

Creating IT Futures' IT-Ready Program

Certified August 2020

CompTIA A+ Certificate

BridgeTEFL

Certified April 2020

120-Hour TEFL/TESOL Certificate

Western Pacific Truck School

Graduated December 2016

Class A Commercial Driver's License

Portland State University

Graduated June 2015

Bachelor of Science in University Honors and Art Practices

Certified CompTIA A+ IT professional with an extensive background in design, illustration, programming, and creation. I bring years of creative expression and work experience to a technical support role. I am passionate about helping people and possess a keen ability to help others learn and grow.