

Earl Bickel

Contact

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Skills

Decision-Making

Customer Service

Help Desk Operations

Peripheral Repair

Desktop Technical Support

Mobile Phone Deployment

Technical Support

Equipment monitoring

Software

Service Now

Office 365

Versatile IT Technician ready to fix faulty hardware, install new assets and support continuous business operations. Adapts to rapidly changing work situations and employee realities. Consistently beneficial to all technical operations and technological procedures. Currently holds a "Public Trust" clearance with the U.S. Government and a Veteran of the United States Air Force.

Work History

| | |
|-------------------|---|
| 01/2023-07/2025 | <div>IT Hardware Technician/Refresh <i>GSA/Empower AI, Denver Federal Center, Lakewood, CO/Chicago Area Region5</i><ul style="list-style-type: none">Imaged and prepared new computers for integration into the GSA networks.Helped Users via remote connection for new Laptop Refreshes along with mobile devices.Processed Mobile devices for upgrades for GSA Employees and disposal of older models.Help customers with tickets through Service Now such as hardware replacement and Shipping.Deploy weekly, multiple "Work at Home" kits for the GSA employees worldwide.Refurbished PC systems and peripherals such as monitors, docking devices, and other equipment for redeployment on as a needed basis.Created new network cabling for expansion for the workspace at the GSA IT Warehouse and worked with Network Ops for a Cisco VLAN implementation.Performed troubleshooting for peripheral devices for the GSA when needed.Created and maintained several Excel documents for various projects as needed.Explained technical information in clear terms to the customers to promote better understanding for non-technical users.</div> |
| 2019-03 - 2023-04 | <div>Driver <i>Self Employed Services (Lyft And Uber), Denver, CO</i><ul style="list-style-type: none">Achieved consistent safety targets by adjusting driving to different road and traffic conditions.</div> |

Google Workspace

Windows Operating Systems

Adobe Audio and Video
Products

1998-04 -
2020-02

- Excelled in Customer Service with a constant 5.0 service rating with over 3,000 rides.

IT Technician

Self-employed, Lakewood, CO

- Imaged and prepared new computers for integration into company networks and systems.
- Patiently walked individuals through basic troubleshooting tasks.
- Refurbished PC systems and peripherals such as monitors, networking equipment, printers and more.
- Established, repaired, and optimized networks by installing wireless, cabling and devices.
- Performed troubleshooting and repaired peripheral devices such as printers, scanners, and other specialty equipment.
- Used diagnostic tools to identify hardware failures and replace non-functional components.
- Performed troubleshooting to correct computer hardware and software malfunctions.
- Explained technical information in clear terms to promote better understanding for non-technical users.

2002-02 -
2019-05

Producer/Engineer/Programmer

MOR Studios, Los Angeles, CA

- Programmed Music for a 3 Hour Syndicated Radio Show for National Weekly Broadcast
- Setup and performed interviews with Artists and other musically renowned celebrities for broadcast either in person or remote video conferencing.
- Communicated with record labels, radio stations and Public Relations Firms for song promotion and artist branding.
- Maintained all sound and music libraries with updated imaging and source material for broadcast.

2007-05 -
2011-03

IT Administrator

Tundra Refrigeration, Inc., Sheridan, CO

- Oversaw on-site IT engineer dispatch plans, creating pre-defined response scenarios for common malfunctions and service call types.

- Led and assisted technical upgrade projects for clients by working and coordinating with consultants and developers for integrations.
- Identified computer hardware and network system issues, performing troubleshooting techniques for remediation.
- Played key role in on-going network design, reevaluation, and optimization to keep pace with company growth.
- Worked closely with management teams to plan, develop, and execute technical strategies aligned to client's vision.

Education

2009-12 -
2010-09

Completed School: Broadcasting And Digital Media

Colorado School of Broadcasting - Lakewood, Co

1991-07 -
1993-06

Military Training and Job Training: Military Studies and Missile Maintenance (ICBM)

United States Air Force - Various

United States Air Force 1991-1995

Maintained Minuteman III and Peacekeeper ICBMs stationed with the 90th Missile Wing, F.E. Warren AFB, Cheyenne, Wyoming. Performs missile maintenance actions at support base, launch, launch control, and storage facilities, and ensures compliance with international treaties. Inspects, repairs, adjusts, and replaces, or supervises these actions, on components and subcomponents. Mechanically and electrically connects or disconnects reentry systems, guidance and control sections, missile stages, propulsion systems, and secondary ordnance devices at the launch facility. Performs preventive maintenance inspections and electrical tests on missiles, missile components, launch and launch control facilities, support vehicles, hydraulic, pneudraulic, and pneumatic systems, and

SE. Initiates unsatisfactory reports, failure reports, or proposed modifications.