

# DAKOTAH DOSHIER

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## PROFESSIONAL SUMMARY

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Customer-focused IT support professional and Google IT Support Certificate holder with extensive hands-on experience troubleshooting desktop and laptop systems, configuring servers and networks, and administering Debian-based Linux (Ubuntu). Skilled at breaking down complex technology into clear, plain language for users of every experience level, with prior help desk support and years of teaching and team leadership. Known for reliability, attention to detail, and a service-first approach. Eager to keep technology dependable and accessible for the staff and patrons of the Twin Falls Public Library.

## TECHNICAL SKILLS

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- **Operating Systems:** Windows 10/11; Debian-based Linux (Ubuntu) — desktop and server
- **Hardware & Devices:** Desktop/laptop builds, repair, and setup; peripherals; printers; NAS; mobile devices
- **Networking & Security:** Home/small-office networking, VPN configuration, Pi-hole network-wide filtering, cybersecurity best practices
- **Software:** Microsoft Office 365 (Word, Excel, Outlook), Google Workspace, Google Forms, web browsers; quick to learn new tools (e.g., Adobe, Microsoft Forms)
- **Support & Service:** Help desk support, end-user troubleshooting, technical documentation, inventory management
- **Web & Virtualization:** Website maintenance and content management (HTML, CSS, JavaScript), SEO and accessibility basics; virtual machines (VMs)

## PROFESSIONAL EXPERIENCE

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### CDS Class A Driver — Dot Transportation Inc. (DTI), Burley, ID

*December 2021 – Present*

- Troubleshoot and operate on-board technology systems, resolving issues independently to keep regional routes running on schedule.
- Designed and implemented a barcode scanning system for garage parts inventory, improving tracking accuracy and efficiency.
- Maintain detailed documentation and follow standard operating procedures, communicating clearly with dispatch, garage, and delivery sites.
- Deliver consistent, professional customer service at every stop; recognized for dependability, safety, and high standards.
- Collaborate with garage staff on technical issue resolution, bridging logistics operations and hands-on tech support.

## TECHNICAL PROJECTS & HOME LAB

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- Built and administer a home server and NAS on Ubuntu (Debian-based Linux), managing storage, services, user access, and secure remote access via VPN.
- Configured and maintain a multi-device home network with Pi-hole network-wide filtering, applying cybersecurity best practices.
- Assembled a custom desktop PC and run virtual machines to safely test and learn new operating systems and software.
- Deployed and manage a Home Assistant smart-home system, integrating diverse IoT devices and communication protocols.
- Design, build, and maintain multiple live websites — including ChildLearningResources.com, a community directory of children's activities, events, and educational resources for Idaho families, and KitchenRatios.com, an interactive recipe-scaling web app.

## LEADERSHIP & INSTRUCTION

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- Led a high school robotics team, teaching programming and core technical concepts and guiding build strategy and competition prep.
- Instruct learners of all ages and skill levels, with a recognized talent for making complex topics easy to understand quickly.
- Prior supervisory and customer-service experience leading teams in fast-paced, public-facing environments.

## CERTIFICATIONS & TRAINING

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- Google IT Support Professional Certificate
- CDL Class A — Hazmat, Tankers, Passenger, Doubles/Triples