

Moxxi Mewws

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PROFESSIONAL SUMMARY

Detail-oriented IT professional with over 10 years of experience in technical support and systems administration, specializing in automating software deployments using BASH and PowerShell. I've successfully managed enterprise systems, streamlined device imaging processes, and closed over 1.2K bugs doing QA in high-stakes testing environments. My recent work in automating Windows 11 deployments has significantly enhanced operational efficiency and user experience.

PROFESSIONAL EXPERIENCE

University of Washington

April 2025 - October 2025

Computer Support Technician I

Seattle, WA, USA

- End-User Assistance: Offer comprehensive support to users in Miller Hall and other campus locations, addressing issues on both Windows and Macintosh platforms.
- Enterprise Systems Support: Serve as the primary support for enterprise systems such as CRM, Scholarship Management, and Video Recording Systems. Manage user accounts and provide tier-one support.
- Device Management: Oversee device imaging, deployment, and troubleshooting for end users and computer lab. Maintain device inventory
- Classroom Technology: Support and maintain classroom technology and checkout equipment.
- Help Desk Coordination: Assist the IT support manager with elevated support calls and coordinate help desk activities with student tech hires.
- Technology Research: Investigate new technologies to enhance current workflows and services.
- Documentation and Training: Develop user documentation and help desk articles and train end users on supported technologies.
- Event Tech Support: Contribute to tech/AV planning and support department-sponsored events.
- Other duties and project work as assigned

Bungie

November 2022 - May 2024

Contract Generalist Tester

Bellevue, WA, USA

- Closed over 1.2K bugs, most of which were high severity (severity 1 and 2)
- Write detailed bug reports in TFS (Team Foundation Server/Azure DevOps)
- Perform end-to-end experience test passes: regression, HALO, pair, certification, load, and functionality testing on Xbox and Playstation consoles as well as PC Steam, Epic Games Store, and Microsoft Store. Utilize debugs and proprietary software to more efficiently complete test passes.
- Communicate with QA Leads and Testers both in small-team and larger organization chats to assess test coverage.
- Document game specifications like mission walkthroughs, technical debug commands, current known issues, and other new features in an easy to follow format in Confluence
- Gather data and keep detailed records of character power progression for player progress during end-to-end testing.
- Verify requirements are met before studio-wide playtests with thousands of participants.

Zillow

October 2021 - October 2022

Data Annotation Judge

Remote

- Use proprietary software to create floorplans for all kinds of homes.
- Suggest features and improvements, and report bugs to development teams.
- Maintain a steady production quota to adhere to 24-hour SLA times.
- Reference and maintain a robust wiki of specific policies regarding how to handle annotating houses.
- Reference QA Procedures and QA own work before sending it off.

Indeed

December 2018 - April 2021

IT Systems Administrator

Seattle, WA, USA

- Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations.
- Collaborate with open source communities such as samba and puppet
- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Monitor the performance of computer systems and networks

Indeed

September 2016 - December 2018

IT Support Specialist

Seattle, WA, USA

- Provision new hire equipment, set up workstations, and run new hire IT orientation classes at the beginning of every week.
- Innovate and improve upon the computer imaging process via BASH scripting.
- Be the single point of contact for all technical hardware troubleshooting for the Indeed Seattle office of ~100 people.
- Act as the liaison of tech services and work with other technical services departments remotely to troubleshoot complex network and system issues.
- Maintain clean and descriptive documentation in the wiki regarding IT policies and procedures.
- Be a member of hiring panels and provide feedback for potential new candidates.
- Provide expedient helpdesk services for employees requiring walk-up assistance.
- Set-up for presentations and other events using a complex A/V system
- Acting as a member of the iPride ERG, advocate for LGBTQ+ employees for better and more inclusive policies.

SKILLS

Skills: Excel/Numbers/Sheets, Zendesk, Computer Networking, Confluence, Customer Service, Datadog, Docker, Inventory Management, JIRA, Journalism, Kubernetes, Linux/Unix, Operating Systems, PowerPoint/Keynote/Slides, Puppet, Software Testing, TCP/IP, Unity, Unreal Engine, Video Editing, Web Development, Wireshark, Word/Pages/Docs, Atlassian, Canva, Communications, Google Analytics, Google Cloud Platform, Hootsuite, Information Architecture, Kali Linux, Microsoft Azure, Quality Assurance (QA), SCRUM, SEO, ServiceNow, Social Media, UI/UX Design, Visio, Wordpress

Coding: Bash, Python, HTML/CSS, C#, Git, PowerShell

Interests: Video games, game design, game programming, computer hardware, networking, quality assurance

EDUCATION

South Puget Sound Community College

September 2013 - June 2015

Associate's, Computer Science