

- Business Relationships
- Partner Sourcing & Vetting
- Vendor Sourcing & Management
- License Applications
- User Credentials
- Government Bidding
- <=TS/SCI Servicing
- Federal/State Trademark Registrations & Defense
- Reporting Updates
- Compliance
- Legal
- Support
- Technical
- Front-/Back-end Web-Development & Design
- Cybersecurity
- Market Research
- Marketing
- Analytics
- Search Engine Optimization (SEO)
- Ads Management
- Social Media
- Branding
- Digital Design
- Dispute Resolution
- Finance & Accounting
- Financial Reports
- QuickBooks Online & Desktop
- Personnel & Human Resources
- Tax Reporting
- Policy Administration
- Business Planning & Development
- Sales, Prospecting, and Growth
- Computer Hardware Repair and Installation
- Copper cable runs & Terminations
- Hardware & Software Technical Support
- Customer Relationship Management (CRM)
- Microsoft Office, 365, & Azure
- Windows (95+) & Windows Server (IIS)
- Linux LAMP Servers
- Apple iOS/Mac OS
- Android & Mobile Devices
- Detail Oriented
- Pricing Strategies
- Price Analysis
- Service-oriented
- Going Above-and-Beyond
- Project Management
- DIY Mentality
- Entrepreneurship
- Empowering Others
- Social Corporate Responsibility
- Moral, Ethical, and Professional conduct
- Public Speaking
- Team Building
- Leadership

EMPLOYMENT HISTORY

U.S. Presidential Candidate (unaffiliated write-in) – Principal Agent -PAC Treasurer

The White House, Elizabeth, CO

June 2024 - Current

- PAC Committee: "TYLER LEE SCAFIDI'S PRESIDENTIAL POLITICAL ACTION COMMITTEE (PAC) FOR EQUITABLE AMERICAN LAW, ORDER, AND JUSTICE"
- Presidential Candidate ID# P40020125
- Political Action Committee ID# C00880138
- Web-developer, social media, networking, outreach, and policy administration
- <https://www.VoteForTyler.Scafidi.org>

Delivery Station Warehouse Associate

Amazon, Aurora, CO

Feb 2022 – Feb 2022

- Hired as an employee, but didn't accept the final schedules given, because they delayed my hiring date to

the point that I lost the bonus and original schedule

Technical Support Group (TSG) Technician

United Parcel Service (UPS), Commerce City, CO

Jun 2022 – Jul 2022

- Provided technical support to any employee and/or department that needed it
- Moved or changed desks, equipment, and offices
- Calibrated package scanners
- Inventoried various computer systems

Laborer

People Ready, Denver, CO

Nov 2021 – Nov 2021

- Completed general labor for several companies
- Learned how auto parts companies manage and stock inventory

Tax Agent

Internal Revenue Service (IRS), Denver, CO

Nov 2021 – Dec 2021

- Trained to become a remote tax agent
- Learned a lot about the internal processes and procedures

Laborer

Laborworks, Lakewood, CO

2021-2021

- Performed various labor tasks on an as-needed basis
- Showed up at 5a or earlier daily to get assignments

Pricing Wares Associate

Goodwill, Lakewood, CO

Nov 2020- Jan 2021

- Sorted and processed donations for resale
- Assisted customers with price checks, moving furniture, and negotiations
- Accepted donations from the public, and provided tax deductible receipts
- Cleaned the warehouse on a daily basis
- Suggested better pricing methods or ratings
- Assisted with technical issues with our back-of-house coupon systems
- Loaded and unloaded truck trailers to sort and process donations from our warehouse storage

Advanced Hosting Support Agent

InMotion Hosting, Lakewood, CO

Jan 2017 – Feb 2017

- Provided technical hosting support for Linux hosts via chat
- Investigated logs for errors and data to improve client experience
- Managed Structured Query Language (SQL) databases
- Upsold products and services
- Recommended best practices

Owner – Principal Agent

TurnKey MSP, L.L.C.®, Nationwide - (EIN: 81-3507268; LLC; 08/05/16)

May 2016 – Current

- Manage and enter into all Business Relationships, Licenses/Credentials, Trademarks, Registrations, Reporting, Updates, Compliance, Legal, Support, Technical, Front-/Back-end Web-Development/Design, Security, Market Research, Marketing, Analytics, Search Engine Optimization (SEO), Ads, Social Media, Branding, Digital Design, Dispute Resolution, Finance, Accounting, Vendor Management, Personnel/Human Resources, Taxes, Privacy Policies, Business Planning & Development, Sales/Prospecting, and Growth
- Prioritize and respond to critical business operations, requirements, and communications
- Obtained USPTO Service Mark (#87195203) on 10/17/2017; Defended it myself per the Lehman Act in 2024 without litigation; Obtained Colorado Trademark (20161553508) on 08/18/2016
- Became Federal Small Disadvantaged Government Contractor (N/CAGE 8G4J6) on 01/06/2020; SBA Certified Veteran-Owned Small Business (UEI: V5CRU6NH31N7) on 4/16/24
- <https://www.LinkedIn.com/company/turnkey-msp-l.l.c>
- <https://www.TurnKeyMSP.net>

Additional (outside) Businesses:

- › TYLER L SCAFIDI CITIZENS FOR (EIN: 99-334-5853; Non-profit 527 Political Action Committee; 06/04/24) - <https://www.VoteForTyler.Scafidi.org>
- › TurnKey (EIN: 92-132-0548; For-profit Corporation; 12/13/22)
- › Dirt Road Records, LLC (EIN: 35-2576913; Limited Liability Company; 11/30/16) – <https://www.DirtRoadRecords.Scafidi.org>
- › Tyler Lee Scafidi (EIN: 81-4222427; Limited Liability Company; 10/24/16)
- › Scafidi Enterprises, L.L.C. (EIN: 81-3521821; Limited Liability Company; 08/11/16) <https://www.Scafidi.org>
- › My Tech Solutions, L.L.C. (EIN: 47-4398639; Limited Liability Company; 06/30/15) – <https://www.MyTechSolutions.net> / <https://www.MyTechSolutions.co>
- › Scafidi’s Tech Solutions (EIN: 46-2810622; Sole Proprietorship; 05/20/13)

Field Technician

TurnKey MSP, L.L.C.®, Denver / Northwest Florida Areas / Remote

May 2016 – Jan 2023

- › Stopped this role due to all tools being stolen; focusing more on eCommerce webstore above
- › Performed a wide range of equipment installations and repairs for consumer, business, and government clients on POS, servers, routers, switches, hubs, WiFi gateways, Uninterruptable Power Supplies (UPSs), desktops, laptops, mobile Point of Sale (MPOS) devices, blood pressure kiosks, digital menu boards, integrated kitchen equipment, ATMs, and more
- › Tested devices to ensure compliance with technical requirements, specifications, and policies
- › Familiar with kiosks, coin changing machines, terminal pin pads, and other commercial hardware
- › Ensured computer and network functionality, including cable terminations, runs, and network/circuit diagnostics

- › Conducted wireless, physical, and inventory type site audits
- › Work with vendors on asset management, documentation, project management, escalations, & disputes
- › Entrusted to handle sensitive information, parts, and as a key holder

Tier I / Tier II Support Analyst

MJFreeway, Denver, CO

December 2015 – May 2016

- Worked with 20+ internal end-users to troubleshoot services equipment/software issues
- Provided internal and external IT end-user support to ensure that systems remained functional at all times
- Trained clients on the Software-as-a-Service (SaaS) Point of Sale (POS) software usage(s), workflows (moving from grow to mix and then retail), and compliance with state tracking
- Troubleshot Point of Sale (POS) peripherals (e.g. label printers, barcode scanners, scales, pole displays, cash drawer, receipt printers, etc.)
- Generated custom SQL-based reports from clients' Point of Sale (POS) data
- Set up the PBX system to be ready for Automatic Call Distribution (ACD), live calling, and live chat
- Integrated Salesforce.com with Automatic Call Distribution (ACD), live calling, and live chat
- Developed and designed phone voice models and automated routing
- Trained ~20 internal end users on functionality of the new PBX system on mobile & desktop
- Created video walk-throughs and workflow documentation on Ring Central's use and functions for internal use (available upon request)
- Collaborated with team members to brainstorm emerging challenges in the industry
- Managed help desk ticketing and Customer Relationship Management (CRM) data in Zendesk
- Used Salesforce.com for help desk ticketing
- Managed user contact data in Salesforce.com Customer Relationship Management (CRM)

Owner – Principal Agent – Technician

My Tech Solutions, L.L.C., Denver, CO

June 2015 – June 2016

- Performed onsite technical support around the state
- Created first business-oriented website at <https://www.mytechsolutions.net> using Concrete 5 Content Management System (CMS), but closed it and opened under "TurnKey MSP, L.L.C.®" due to trade name conflict
- Filed all administrative paperwork and filings with the state

Technician

A+ Computer Tech, Bellevue, WA

June 2015 - September 2015

- Built or upgraded computers to client specifications, including gaming machines
- Imaged laptops & desktops
- Performed Backup and Data Recovery (BDR)
- Assessed, recommended, and upgraded Operating Systems (OSes)
- Anti-virus detection and removal
- Estimated costs
- Processed billing

- Broke down any notebook or desktop device to barebones, troubleshooting, part ordering, repair, and queue management
- Answered phones
- Provided remote & on-site client support
- Repaired mobile devices (e.g. Android and iOS)
- Worked on 5-10 notebooks, and 3-4 desktops at a time via KVM and workbench
- Benchmarked, burned-in new CPUs, etc.

Home Wireless Networking Technician

Support.com, Remote for Comcast tenant

November 2014 – July 2015

- Troubleshoot and repaired Wireless Local Area Networks (WLANs) and Local Area Networks (LANs) across multiple system platforms (e.g. mobile devices, PCs, printers, game consoles, televisions, etc.)
- Provisioned modems
- Escalated when necessary
- Documented tickets in the help desk tools
- Educated customers on the use of their technology
- Customized networking (e.g. RDP, DMZ, port forwarding, factory resets, custom network setup, security mode adjustments, channel optimization, etc.)
- Followed work-flow within Einstein (Comcast tool)
- Supported within scope

Owner – Principal Agent - Oracle Policy Automation Developer (OPA) - Field Technician

Scafidi's Tech Solutions, Ft. Walton Beach, FL

Jan 2013 – Jun 2013

- Contracted as an Oracle Policy Automation Developer (OPA) on C2C
- Performed site surveys
- Cell phone screen replacements, jail breaking, and unlocking
- Replaced laptop screens
- Imaged POS, laptops, and desktops
- Managed backups and data recoveries (BDR)
- Identified and removed viruses
- Trained users on preventative anti-virus measures
- Penetration Tested via Networking (i.e. used Wireshark, Fiddler, and other penetration testing software, cookie packet capture/replacement, light brute force and dictionary cracking; practiced with penetration servers through hacking-lab.com, etc.)
- Setup and troubleshoot Local Area Networks (LANs)
- Provided Remote Desktop Support
- Terminated Cables and Wiring (RJ-45 and RJ-11)
- Tested Power Supplies
- Diagnosed electrical failures with a multi-meter
- Benchmarked, Stress Tested, and Performed Run-ins on Desktops and Laptops

- Tattooed (BIOS Serial Registration) on Mainboards

Independent Field Technician

Barrister Global Services Network, Ft. Walton Bch, FL / Remote

January 2013 – June 2013

- Installed and repaired I.T. hardware
- Ensured confidential handling of sensitive parts and maintained confidentiality
- Managed work orders and own working schedule
- Selected to be a primary technician for TSA networks; processed for a secret clearance

Additional Employment

Warehouse Laborer

Just-Rite Supply INC, Ft. Walton Bch, FL (EIN: 650969211)

Best Guess: 2005-2007

Back of House, Cashier

Chick-Fil-A, Gulfport, MS (EIN: 640907790)

Best Guess: 2003-2003

Unknown

Jeffcoat Enterprises II INC, Panama City, FL (EIN: 202818870)

Laborer

LFI Fort Pierce INC, Labor Finders, Ft. Walton Beach, FL (EIN: 592975627)

Dishwasher

Old Bay Steamer, Okaloosa Island, FL (EIN: 593623036)

Best Guess: 2005/2006

Produce Clerk

Kroger Limited Partnership I, Olive Branch, MS (EIN: 311569568)

Best Guess: 2007

Unknown

G M R I INC, Orlando, FL (EIN: 591219168)

Server

Texas Roadhouse Management Corp, Southaven, MS (EIN: 611316260)

Best Guess: 2007

Unknown

Glad Properties LLC, Olive Branch, MS (EIN: 721446282)

Best Guess: 2007

Server

Bluepoint Destin INC, Destin, FL (EIN: 200163764)

Server

Water Grill Destin INC, Destin, FL (EIN: 204549208)

2008-2009

Unknown

Breckenridge Enterprises INC, Dallas, TX (EIN: 752163774)

Server

Uptown Grill of Destin LLC, Destin, FL (EIN: 261944281)

2009-2009

Park Attendant

Recreation Investments of Florida, Destin, FL (EIN: 592919107)

Unknown

Payroll Management INC, Ft. Walton Beach, FL (EIN: 592962639)

Unknown

BFW Liquidation LLC, East Rockaway, NY (EIN: 631236762)

Back of House Chef

Southern Restaurant Group LLC, Destin, FL (EIN: 800344212)

Unknown

Professional Payroll Solutions INC, Orange Park, FL (EIN: 202117198)

Reservations Agent

Sandestin Investments LLC, Sandestin, FL (EIN: 271254413)

2010-2012

- Successfully provide excellent customer service in a high-volume call center via phone, e-mail and web-chats (~7k calls, ~900k social revenue, ~\$65k web-chat revenue (highest in the department))
- Respond to customer inquiries, process payments and generate confirmations
- Effectively remedy customer issues in a courteous manner
- Communicate marketing campaign materials to prospective customers
- Used NAVIS sales techniques (certified), marketing strategies, and CRM data solutions to achieve daily and weekly goals
- Consistent achievement of sales quotas by offering additional benefits to customers
- Validate reservation data using PAR Springer Miller reservation system
- Updated the company's Google Maps listings (~5-7) due to heavy support for directions

Server

Harborwalk Two LLC, Destin, FL (EIN: 271893984)

Unknown

GRLM & M INC, Global Resources, Shrewsbury, NJ (EIN: 223825685)

Unknown

Resarpark INC, Destin, FL (EIN: 593034659)

Front Desk Agent

Seascape Resorts INC, Miramar Beach, FL (EIN: 630847749)

Best Guess: 2013-2013

Laborer

Labor Ready Southeast INC, Ft. Walton Beach, FL (EIN: 223606731)

Cashier

JLO INC, McDonalds, Pensacola, FL (EIN: 592666758)

2014-2014

Laborer

Allstaff Payroll INC, Ft. Walton Beach, FL (EIN: 593214402)

2014-2014

Server

PS on Tap 314, Grill Concepts Services INC, Dallas, TX (EIN: 203645375)

2015-2015

Caterer

Relish, Denver, CO

Front Desk Agent

Best Western Fort Walton Beachfront, Okaloosa Island, FL

Jun 2019 – Oct 2019

➤ *Best Western Gateway Inn & Suites, Aurora, CO*

11/2018 – 05/2019

- Maintain an inventory of vacancies, reservations and room assignments
- Possess working knowledge of the reservations department. Take same day reservations and future reservations when necessary. Know cancellation procedures
- Knows room locations, types of rooms available, and room rates
- Register arriving guest and assign room(s)
- Coordinate room status updates with the housekeeping department by notifying housekeeping of all check-outs, late check-outs, early check-ins, special requests, and part-day rooms

- Coordinate guest room maintenance work with engineering and maintenance
- Use persuasive selling techniques to sell rooms and to promote other services of the hotel
- Know daily activities and meetings taking place in the hotel
- Report any unusual occurrences or requests to the manager or assistant manager
- Manage and resolve all guest complaints in a professional and courteous manner
- Process guest check-outs and handle monetary transactions
- Maintain customers' privacy
- Maintain a high level of professional appearance and demeanor
- Sell Best Western Rewards Membership (free)
- Arrive early so that communication with next shift would be possible
- Assist with breakfast clean-up/maintenance of dining area when possible
- Setup, manage, clean-up the "Manager's Reception"
- Clean work area and lobby every shift
- Stock supplies
- Greet guests
- Answer and manage operator line
- Respond to guests inquires via OTA portals or e-mail
- Coordinate with OTAs on reservations that were not correct, pending deposits, canceled, etc.

EDUCATION

D.C.S., Cybersecurity and Information Assurance: <i>Colorado Technical University</i>	Aug 2023 - Current
MBA, Computer Information Systems: <i>West Texas A&M</i>	Received May 2017
MBA, Information Systems: <i>Troy University</i>	Attended 2012
B.A.Sc., Project Management & Acquisitions: <i>Northwest Florida State College</i>	Received May 2012
A.A., Pre-Med & Liberal Arts: <i>Northwest Florida State College</i>	Received Aug 2010
A.A., Liberal Arts: <i>Northwest Mississippi Community College</i>	Attended 2007

CERTIFICATIONS

Certified Ethical Hacker, <i>EC Council</i>	March 2018 -2021
Security+, <i>CompTIA</i>	August 2017-2020
Microsoft Technical Associate, <i>Microsoft</i>	November 2014 - Current

ACTIVITIES AND HONORS

Currently maintain a 4.0GPA, <i>Colorado Technical University</i>	Fall 2023 - Current
National Honor Society, <i>West Texas A&M</i>	Spring 2017, Fall 2016, Spring 2016, Fall 2015
President's List, <i>Northwest Florida State College</i>	Fall 2011 & Spring 2012
Scholarship Recipient, <i>Cultural Arts Society</i>	2010:2011 & 2011:2012
Scholarship Recipient, <i>National Contract Management Association</i>	Spring 2012
Dean's List, <i>Northwest Florida State College</i>	Summer 2010, Fall 2010, & Spring 2011
Volunteer, <i>Project Management Institute</i>	November 2011

PROFESSIONAL & BUSINESS DEVELOPMENT

Registered U.S. Presidential Candidate (unaffiliated write-in), <i>The White House</i>	<i>June 2024</i>
Authorized Reseller, <i>Amazon AWS</i>	<i>June 2024</i>
Authorized Intelligent Devices Partner, <i>Lenovo360</i>	<i>June 2024</i>
Authorized Reseller, <i>Intel</i>	<i>June 2024</i>
Authorized Reseller, <i>Broadcom/Brocade</i>	<i>June 2024</i>
Authorized Knox Reseller, <i>Samsung</i>	<i>June 2024</i>
Distribution Partner Renewal, <i>Tech Data->TD Synnex</i>	<i>June 2024</i>
US Federal Authorization Training Program, <i>Cisco</i>	<i>April 2024</i>
Virtual Safety School, <i>Amazon</i>	<i>February 2022</i>
Safety and Security, <i>Amazon</i>	<i>February 2022</i>
Workplace Harassment Awareness, <i>Amazon</i>	<i>February 2022</i>
Code of Business Conduct & Ethics, <i>Amazon</i>	<i>February 2022</i>
Self Service, <i>Amazon</i>	<i>February 2022</i>
Federal Solution Provider, <i>Dell</i>	<i>December 2022</i>
Solution Provider, <i>Dell</i>	<i>December 2022</i>
Authorized Reseller, <i>Lenovo</i>	<i>July 2020</i>
Business Partner Integrity, <i>IBM</i>	<i>May 2019</i>
Authorized Reseller, <i>IBM</i>	<i>May 2019</i>
Distribution Partner, <i>Pax8</i>	<i>September 2019</i>
Authorized Reseller, <i>Solarwinds MSP</i>	<i>May 2018</i>
Authorized Reseller, Partner Network, <i>Microsoft</i>	<i>January 2017</i>
Authorized Reseller, <i>QuickBooks</i>	<i>November 2017</i>
Integrity in Business Partner Relationships, <i>IBM</i>	<i>January 2017</i>
Distribution Partner, <i>D&H</i>	<i>January 2017</i>
Distribution Partner, <i>Tech Data</i>	<i>January 2017</i>
Authorized Partner Ready Program Business Partner, <i>Hewlett Packard Enterprise</i>	<i>February 2019</i>
Small- to Medium-sized Business Engineer, <i>Cisco</i>	<i>February 2017</i>
Small- to Medium-sized Business Account Management, <i>Cisco</i>	<i>February 2017</i>
Security and Alarm Install, <i>FieldNation</i>	<i>2017</i>
Authorized Reseller, <i>Continuum</i>	<i>December 2017</i>
Risk Taking for Leaders, <i>LinkedIn</i>	<i>October 2016</i>
Expert Typist, 80+ WPM, <i>ProveIt</i>	<i>October 2012</i>

For any additional information, references, portfolio items, gaps, background check, etc., please let me know.