RYLAND MAYFIELD

Senior IT Support Engineer

CONTACT

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(123) 456-7890 📞
Miami, FL 📍
LinkedIn 🔗

EDUCATION

Bachelor of Science
Information Technology
Florida State University
2002 - 2006
Tallahassee, FL

SKILLS

Python
SQL
Agile Project Management
APIs
Network Infrastructure
Data Analysis
Technical Writing
Presentations

WORK EXPERIENCE

Senior IT Support Engineer

Halcyon Financial Technology, L.P.
2017 - current / Miami, FL

- Updated workflows for software deployment, tech support, and phone system maintenance, increasing efficiency by 38%
- Analyzed current systems and recommended updates or replacements, increasing productivity by 49%
- Addressed and resolved 92% of Level III escalations within 2 hours, increasing customer satisfaction by 41%
- Conducted monthly training sessions to boost technical understanding and working knowledge of application lifecycle

IT Support Engineer

Acordis International Corp
2009 - 2017 / Miami, FL

- Designed solutions for technical issues in financial program software, improving efficiency by 7%
- Collaborated with 2 internal departments to resolve tickets, coordinate ticket schedules, and resolve escalated tech requests
- Scheduled video conferences or in-person meetings with new clients to assist them during financial program application, increasing customer satisfaction by 49%
- Brainstormed potential features of financial software APIs, reducing the amount of needed code by 34%

IT Support Engineer

Virtuworks
2006 - 2009 / Miami, FL

- Addressed technical issues for 12 visitors a day, including subscription cancellations, account lockouts, and unresponsive webpages, increasing customer satisfaction by 19%
- Monitored network infrastructure and telecommunication channels for issues, increasing productivity by 17%
- Configured devices, installed hardware, and implemented MDM solutions, improving network security by 33%
- Collaborated with stakeholders to prepare equipment for video conferences, reducing technical errors and delays by 28%