

# BRYAN ANDERSON

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## Help Desk Support Specialist / System Admin / Network Admin

People-focused Information Technology specialist experienced in supporting both facility workers as well as office/knowledge employees. Skilled in all major operating systems and office applications. Comfortable working on all IT systems needed for warehouse operations. Experienced in handling large numbers of support needs in a solo environment, exercising a great deal of self-sufficiency.

### AREAS OF EXPERTISE

- Customer service
- Customer support
- Technical support (6 years)
- IT Support (6 years)
- Troubleshooting (6 years)
- Cold Calling
- Network Support
- Microsoft Windows (10+ years)
- Typing
- Software troubleshooting
- DNS (6 years)
- VPN
- Help desk (6 years)
- Communication skills
- LAN (6 years)
- WAN (6 years)
- DHCP (6 years)
- Operating Systems
- Active Directory

### CAREER HIGHLIGHTS

- ✓ **Supported a warehouse** of more than 500 users, both office and floor employees
- ✓ **Supported transition** to new standardized order scanning equipment
- ✓ **Handle more than** 1000 end-user support tickets/year
- ✓ Working with the overall IT team, supported **99.9% site uptime**

### PROFESSIONAL EXPERIENCE

**SHIPMONK** | PITTSTON, PA

04/2023 – Current

#### IT Support Specialist

Handle all aspects of IT support for multiple 100,000+ sq. ft. warehouse facilities

##### Key Achievements:

- Work and close all IT-related tickets and perform ad-hoc IT support requests
- Help maintain warehouse armory following protocols and procedures
- Asset tracking
- Communicate any deviations to the SOP to the operations General Manager or Director of IT
- Comply with safety regulations and technology policies
- Monitor and respond quickly to incoming tickets through in house ticketing system
- Install and configure computer hardware and software
- Support the IT team in maintaining hardware, software, and business systems
- Investigate, diagnose, and resolve computer software and hardware faults
- Perform system monitoring, verifying the availability of all IT resources
- Assist with onboarding of new users and employee workstation setup
- Maintain user PCs, including upgrades and configuration as needed
- Help maintain technical documentation and standard operating procedures on the installation of software, configuration of hardware and problem troubleshooting

**IT Support Specialist**

Oversaw support and technical needs

**Key Achievements:**

- Schedule engineers to travel to remote sites.
- FS tech escalation point of contact.
- Implement and administer the Starter and Leaver Process – ie issue / return of laptops, desktops, peripherals, Printers, docking stations, while working with Asset management team to maintain the CMDB.
- Hardware troubleshooting like Memory management, additional hard drive set /Ram set up etc...
- Manage and maintain the SLA for FS tickets out of Desk.
- SPOC for asset retrieval and disposal with coordinating with collection agencies and Warehouse.
- SPOC for remote sites within PPL - ie, interface with business users and gather need for support from remote sites.
- Presentation and Excel skills
- Data entry
- Asset management

**IT Support Specialist**

Oversaw support and technical needs

**Key Achievements:**

- Trained Technical Support Representatives
- Oversee the daily workflow and schedules of Technical Support Representatives
- Conducted performance evaluations that are timely and constructive
- Coordinated and assigned work projects such as converting new computer hardware or software
- Evaluated expanding or enhanced computer operations; made recommendations for improvement
- and upgrades to hardware and software to manage workload and system requirements
- Provided technical support identifying, investigating, and resolving users problems with computer
- software and hardware for problems that are beyond the expertise of Technical Support Representatives
- Apply knowledge of computer software, hardware, and procedures to solve problems
- Collaborate with other employees to research and resolve problems
- Collaborate with programmers to explain errors and/or recommend modifications to computer
- programs

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**EDUCATION****High School Diploma - Pittston, PA**

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**CERTIFICATIONS & TRAINING****Full-stack web development**