

# ETHAN FEELY

## CONTACT



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## EXPERTISE

- 14+ Years Customer Service
- 7+ Years IT Support
- ITIL 4 Foundation Certification
- Apple Certified Mac Technician (ACMT)
- Apple Certified iOS Technician (ACiT)
- Extensive knowledge of Microsoft & Apple products

## SKILLS

- ServiceNow, Shortel, Rescue Assist, Teams, Zoom, Skype, OneDrive, iCloud, OneNote, and Office suites, VMWare
- Maintaining client relationship management databases
- Active Directory, Wireless Networks & Networking
- Sensitive electronic hardware installation & repair

## PROFILE

My experience, training and proven expertise as field support technician in a large corporate environment allows me to enhance the quality and productivity of any company's IT division.

I have valuable experience in all facets of installations, maintenance, and troubleshooting for any type of desktop operations, hardware and software. My unique talent for quickly and effectively responding and resolving requests with detail and poise ensures a positive customer experience to business customers.

I am task oriented, love a challenge and seek continuous personal and professional process improvement opportunities.

If you are searching for an IT professional with excellent people and problem-solving skills who easily provides optimum support to your operation, please consider what I have to offer.

## EXPERIENCE

### Field Sales Support Technician

TekSystems/Seattle Genetics | 01/2020 - 05/2020

Resolved service requests daily. Performed in person and remote set up and maintenance of new employee devices for both in office and out of state conferences. Wrote and implemented new knowledge base resources and process management documents for the IT department.

### Services Advisor

Microsoft | 09/2018 - 01/2020

Provided in person customer support for all iOS and windows devices. Completed customer computer builds and worked with leadership to improve store systems and process management.

### Technical Expert

Apple Inc. | 11/2013 - 09/2018

Performed repairs in person for customers on iOS devices. Maintained certifications and mentored repair team, providing training and creative solutions to complex repairs.