

Thomas Mantek

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IT Help Desk Technician

Information Technology professional with over 10 years' progressive experience overseeing service desk operations and providing best in class IT support

A+ and Microsoft Certified Professional gifted at providing telecommunication, network security, and technology management solutions. Excel at building and supporting service desk administration teams. Well versed in procurement, vendor management, and installation, and maintenance of large LAN/WAN environment with many integrated systems. Broad-based exposure to the design, implementation, and building of customized computer systems.

Core Competencies:

Operating Systems

- Windows XP, 7, 8, and 10
- MacOS X
- iOS & Android

Software

- Microsoft Office Suite
- VPNs
- Enterprise Applications

Hardware

- Extensive PC Experience
- Networking & Routing
- Printers

Professional Experience

Johnson & Johnson, Vacaville CA

Desktop Support Specialist L2, 2018 –current

Oversaw IT Support for a Fortune 500 pharmaceutical company based in Raritan, New Jersey.

Maintained 24/7 site support for 400+ employees in a manufacturing, shipping, and laboratory environment. Established specific site protocols designed to accelerate troubleshooting.

Selected Projects & Achievements:

- Resolved hundreds of Tier 2 support escalation tickets monthly.
- Provided direct support for dozens of remote customers each quarter.
- Improved troubleshooting turn-around by 25% over standards set by contractor partner.

Blizzard Entertainment, Austin, TX

Internal Technical Consultant, 2010 –2018

Oversaw IT Support for a premier developer and publisher of entertainment software based in Irvine, California.

Founded an Internal Technical Consultant team of 25 employees in an initiative to improve company IT support customer service. Served as project manager for Internal Tech Consultant Team, defining department policies and procedures. Collaborated with other departments to assess technical strengths and deficiencies.

Selected Projects & Achievements:

- Facilitated hundreds of Tier 1 support escalations tickets and resolved difficult technical issues.
- Increase customer survey metrics (CSAT) by 100%.
- Surpassed customer issue resolution rate quota by 50%.

Cal-State Auto Parts, Anaheim, CA

IT Associate, 2008 – 2009

Primary help desk technician for the exclusive distributor of Ford Automotive Accessories in 11 US states.

Monitored system performance of information technology systems and VOIP services for sales division.

Selected Projects & Achievements:

- Increased average sales by 133% in 12 months through an implementation of a new customer stock ordering system.
- Boosted work productivity by 50% through the upgrading of virtual offices new computer hardware and networking equipment.

Bright House Networks, Orlando, FL

Computer Specialist, 2006 – 2007

Maintained excellent customer service for a JD Power's Award-winning telecommunications company and the tenth-largest multichannel video service provider in the United States.

Provided support to company clients, managed networks, and administered databases. Completed continuous Education in computer and network vulnerabilities, encryptions, and emerging technologies.

Selected Projects & Achievements:

- Created competitive marketing analysis to develop training material for junior computer specialists.
- Excelled in Tier 1 and Tier 3 IT technical support to computer system users via email, phone, and remote assistance.

Education

Bachelor of Science in Technology Management, Network Security (2018)

St Petersburg College, St Petersburg, Florida

Associate of Science, Computer Networking (2004-2007)
St Petersburg College, St Petersburg, Florida

Certifications:

Microsoft Certified Professional (MCP)

A+ Certification

Network Systems Specialist