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Employment Objective: Technical Support Analyst / Help Desk Specialist

Summary - Trouble-shooting excellence combined with exemplary customer service.

#### EXPERIENCE

Technical Support 2. Jamco America (January 2020-July 2020)

- User management; creation, permission changes, removal. Instructed all new hires on timecard, email and network access.
- PC/Laptop provisioning and assignment. Controlled computer inventory.
- Configured PC's for new users, installed appropriate software and confirmed new users had access to correct resources and could accomplish job tasks.
- Help desk support; responded to incoming emails, voicemails, and user created trouble tickets. Resolved or assigned to other support members as appropriate.
- Managed all printer/copier assets. First tier repair, coordinated manufacturer support. Maintained consumables inventory.
- Long term projects; write up KB's for all support processes. Create disaster and recovery plans.
- Managed difficult workloads in a chaotic period.

Network Analyst. Comtech Inc (March 2018 – May 2019)

- Monitored email for incidents/customer requests
- Monitor network elements for anomalies and report/troubleshoot issues using network management software.
- Identify, triaged, resolve or escalate incidents (Level 1 Tech Support).
- First line technical support for customers via dedicated helpdesk phone line, and keep customers updated with incident progress and status changes.

Client Technical Analyst. Tier 1 Technical Support. CDK Global / Cobalt Inc (March 2008-June 2017)

- Assisted internal and external support customers (Dealership representatives and Account Advocates/other internal Cobalt departments) to diagnose and resolve issues with Cobalt hosted websites and tools.
- Worked to improve products in collaboration with developers and other departments.
- Resolved issues with inventory display discrepancies with direct inventory feeds and 3rd party vendor databases.
- Educated callers on how to use Cobalt site tools and get the most out of their Cobalt websites in a friendly manner.
- Resolved problems with domains, email, and local computer access to Cobalt tools.
- Provided on-call help to other CTA's in troubleshooting issues and managing customer expectations.
- Maintained a consistently high level of customer satisfaction and productivity, to resolve issues by phone, email and in a fast-paced call center, able to multi-task priority issues.
- Provided individual training and mentoring to new hire Tier 1, Tier 2, Account Advocacy team members and other staff as needed.
- First technical support STAR Awardee for Customer Service Excellence, Feb 2013; 2 additional awards.
- Named as direct point of contact for support for a major dealer group client.
- Selected for GM Canada support team to assist with rollout issues due to proficient and passionate customer support.

Technical Support Representative. Comcast Cable Co. Lynnwood, WA (Aug 2003 to Feb 2008)

- Contact for customer account and service issues.
- Over the phone and with written communication, responded to customer requests and issues, to resolve issues with Comcast products, services and equipment.
- Configured customer computer settings including TCP/IP, DNS servers, as well as Email client, web browser applications as well as PC security software.
- Educated customers about internet connectivity and internet software.
- Resolved software issues with Windows and Macintosh computers.
- Worked with callers of all ability levels and technical experience.
- Maintained records of customer contacts.

Store Manager. Games Plus, Woodinville, WA (Dec 2001 to Aug 2003)

- Demonstrated games and toys to customers, recommended appropriate products to customers.
- Monitored stock levels and ordered merchandise and supplies from multiple vendors.
- Handled customer requests, special orders, and complaints.
- Trained sales crew in sales techniques and product lines.
- Installed and maintained computer inventory/point of sales system and communications services for a three-store chain.
- Developed and implemented marketing programs to build business.
- Planned and organized four store relocations.

Technical Support Engineer. Keane Inc, Kirkland WA (Oct 1999 to Jan 2001)

- Customer contact, diagnosed, determined solutions, communicated those solutions to customers.
- Developed friendly relationships with callers to maintain customer satisfaction and improve product image.
- Diagnosed Windows problems on customers systems over the phone, determined cause and provided solutions using Microsoft products or referred to proper 3rd party vendor for product support.
- Products supported WIN95/98/ME, Internet Explorer 3x-5x, Outlook Express, Outlook, Exchange server.
- Configured local desktop computers to work with both WinNT and Novel Netware networks.
- Helped develop scripting to improve communications with non-technical customers to improve diagnostic accuracy, cut call time and provide better customer understanding.
- Assisted junior technical support engineers with issue resolution and customer relations.
- Kept records of all customer contacts to provide follow up service if needed and communicate solutions to programmers.

Store Manager. GamesPLUS, Woodinville, WA (Dec 1996 to Sep 1999)

See entry for GamesPLUS from Dec 2001 to Aug 2003

Senior Team Leader. US Navy Reserve, Multiple locations (Dec 1996 to Mar 2001)

- Led a diverse group of computer technicians, environmental technicians and Meteorologists to provide customer support to multiple customers in high tempo 24/7 operations, utilizing a variety of computers types and operating systems to provide the highest quality weather information for flight operations.
- Provided constant actionable counseling on career, personal, and behavioral issues to assigned and cross-assigned team members.
- Organized training on high-resolution Doppler radar systems.

- Managed, motivated and evaluated team of 20 highly qualified forecasters, computer technicians and weather observers.
- Devised training procedures to improve customer communications.
- Developed and supervised the development of Web pages to improve the flow of information to customers.
- Subject matter expert instructor for IT, computer networking and meteorological systems and procedures.

Training and Qualification Supervisor. US Navy Reserve (Apr 1991- Dec 1996)

- Managed training and personnel development for a 40 person team, to provide information management and communications support and flexible enough to locate anywhere in the Pacific region on short notice.
- Developed and monitored training standards.
- Revised operation procedures for hazardous meteorological situations, helped standardized format and organization of all meteorological communications procedures in the Pacific region.

Instructional Support Assistant. San Jose State University, Dept of Meteorology, San Jose, CA (Mar 91 to Dec 96)

- Maintained a diverse group of over 40 PC's, from XT level to Pentium level plus Macintosh and Power Mac's, Sun and Silicon Graphics workstations and department LAN.
- Provided guidance on computer hardware and software standardization to the Department and the College of Science.
- Installed & configured normal office software and specialized meteorological data recording and display software.
- Provided technical support and system training to a 9 faculty member, other support staff, 120 student department.
- Designed and installed department LAN of 35 PC's, 2 MAC's and 4 Sun and Silicon Graphics workstations located over a 3 floor, 2 wing section of a high-rise classroom building.
- Installed and maintained all associated peripherals, including multiport repeaters, routers, printers, scanners and plotters.
- Fabricated cables, installed cable runs.
- Managed \$80,000/year equipment budget.
- Maintained specialized meteorological instruments and recording systems.
- Managed department equipment and consumables inventory.

System Administrator, Team Leader. US NAVY, NAS Moffett Field CA. (Mar 1987 to Mar 1991)

- Operated, maintained and trained team members to operate specialized meteorological communications computer systems.
- Managed a workgroup of 3-5 weather observers and computer technicians.
- System administrator on dedicated meteorological computers and maintenance supervisor for all organizational computer systems.
- Provided real-time environmental support to over 140 aircraft and multiple local users.
- Section Leader, responsible for training of assigned observers and accuracy of all information disseminated by section.

Team Leader. US NAVY, OPERATION DEEP FREEZE, McMurdo, Antarctica (Aug 1983 to Sep 1986)

- Outlying camp manager. Responsible for communications, safety, and production at remote science and supply camps.
- Developed systems to track and organize environmental data from remote sites using satellite communication systems.
- Managed a 3-person group of meteorologists in the most challenging work area in the world. Kept same from trying to emulate natives and go penguin.