

# 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

Placer County Superior Court, Roseville CA

**Helpdesk Technician, 2021-2022**

*Ensured computer technical support for the county's >200 employees in the court system..*

Initial response to all technical problems that came in during the day, escalated to Tier 2 and specialized groups when necessary. Revamped printer location list, ensuring 100% accuracy.

*Selected Projects & Achievements:*

- Assisted hosted courts in other counties with telephonic, email, and direct physical support.
- Resolved dozens of Tier 1 support tickets daily.
- Engaged in several Tech projects including a printer refresh in 10 courtrooms.

NSC Global Inc, contracted to Johnson & Johnson at Vacaville CA

**Desktop Support Specialist L2, 2018 –2020**

*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

*Provided 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.

## 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 (Lifetime)

Network Systems Specialist