

REGINALD MOORE

Computer Support Specialist

Memphis, TN 38127
regdmoore@yahoo.com
901-517-4115

Experienced IT professional with over 10 years of experience analyzing, troubleshooting, repairing and maintaining network, software and hardware issues. Extensive experience supporting end-users and customers with superior customer service skills.

Willing to relocate: Anywhere

Authorized to work in the US for any employer

WORK EXPERIENCE

TSG Support Technician

UPS

November 2016 to Present

- Analyze operating system, equipment, network and application issues to provide problem resolution and technical support to users
 - Support Local Area Network (LAN) by configuring and installing CAT6 Ethernet cable drops and wireless access points to meet network needs and minimize service interruptions
 - Troubleshoot, repair, modify and maintain LAN/WAN connectivity issues for local and remote network access
 - Provide desktop, remote access and telephone support to users in order to efficiently resolve problems with PC's, network, operating systems, and applications
 - Provide network support and connectivity issues to users, to minimize the impact on productivity
 - Re-Image PC's, install and maintain printers and scanners, perform password resets and overall IT support for all end-users, as assigned.
 - Provide preventative maintenance, troubleshooting and issue resolution for PC's, Network connectivity, and supported peripherals.
 - Exchange faulty equipment, thoroughly documenting in PDT ticketing system.
 - Recommend modifications and updates to reduce future problems, thus increasing productivity
 - Performs equipment exchange and inventory controls, software installations and program updates, troubleshooting and problem resolution on PC and Telecommunication systems.
 - Train users on supported software and hardware with understanding of technology from a user perspective as well as technical perspective.
 - Environment: Windows 7, 10 operating system, Windows Server, Apple iOS, Google Android devices. MobileIron setup and maintenance. Avaya VOIP systems, HP Printers/Scanners, Zebra 450 Label Printers. Net OPS Remote Access software, Windows Remote Access. Cisco 4500 switches/routers replacement and installation.
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System Support Technician III

ECS Federal

May 2016 to November 2016

- Incoming and Outgoing telephone support of U.S. Postal System proprietary software systems.
 - Fault resolution and identification of application services affected, to provide resolution.
 - First line (Tier I, II, III) support for field operations.
 - Quick analysis and resolution, or escalation of issue to be routed to the development team to resolve.
 - Support LAN by configuring and installing CAT 5/6 Ethernet cable drops and wireless access points to meet network needs and minimize service interruptions
 - Troubleshoot, repair, modify and maintain LAN/WAN connectivity issues for local and remote network access
 - VPN or Remote Access to user's equipment in order to analyze, troubleshoot, and resolve issues.
 - Thoroughly document problems and resolutions with Proprietary USPS Ticketing system
 - Environment: Windows 7/10 platform and operating systems, proprietary applications, Ethernet CAT 5/6 network and connectivity systems, VPN/Remote access software
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Wire Technician

AT&T Internet Services

April 2010 to April 2016

- Travel to customer locations to analyze, troubleshoot, repair or replace faulty equipment in order to restore connectivity.
 - Perform new customer installations, providing the highest level of professionalism, support, and customer service to new customers.
 - Troubleshoot, repair and install AT&T proprietary software and hardware.
 - Support LAN by configuring and installing CAT6 Ethernet cable drops and wireless access points to meet network needs and minimize service interruptions
 - Troubleshoot, repair, modify and maintain LAN/WAN connectivity issues for local and remote network access
 - Use of test scripts to ensure quality installations.
 - Assist other technicians with network connection issues as they arise in order to provide the best level of customer support for AT&T Customers.
 - Environment: AT&T STB (U450, IPH8010, IPH8005, U300, 5260, Cisco 7600), Wireless Routers (7005, 1225b), GCAS Ticketing system.
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Senior Technician/Service Engineer

AVAYA Baltimore

June 2005 to February 2010

- Travel to business customer locations to troubleshoot, repair and install AVAYA equipment for end users
- Train customers on use of equipment, and provide superior customer support to answer all questions and concerns regarding new service, new equipment or additional features
- Thoroughly document service calls in AVAYA workflow ticketing system.
- Communicate with customer and management to provide efficient and timely completion of project, accurately keeping track of project needs and requirements.
- Troubleshoot, repair, modify and maintain LAN/WAN connectivity issues for local and remote network access
- Order and replace equipment as needed, if issue could not be resolved after complex issue analysis, and escalation of issue to additional support technicians.

EDUCATION

Diploma in Computer Engineering

Vatterott College

SKILLS

- Microsoft Office (5 years)
- VoIP
- LAN
- Microsoft Windows

CERTIFICATIONS AND LICENSES

A+ Certified

January 2006 to Present

Network+

February 2006 to Present

AVAYA Certified

June 2005 to Present

Convergence Technology Professional

July 2006 to Present