Tyler Martin

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Summary

Resourceful Technical Support Engineer polished in restoring system functionality by quickly assessing and resolving diverse hardware and software problems. First-rate troubleshooting, diagnostic and repair skills combined with strong attention to detail and systematic approach.

Skills

- Application support
- Data migration
- Diagnosing/troubleshooting
- Hardware/software configuration
- LAN/WAN
- Mac OS X
- MS Office
- Windows OS

Experience

Independent Contractor - Self Employed
November 2019 - Current

Desktop Support Technician - CompuCom Systems @GE Global Research (Niskayuna, NY)
April 2019 - November 2019

- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Configured new employee work stations, including all hardware, software and peripheral devices.
- Explained technology-related details in easy-to-understand terms to individuals in various job positions.
- Performed Imaging and Data Migration to new Windows 10 PC's for users

Desktop Support Technician - CompuCom Systems @GE Power (Schenectady, NY)
August 2018 - April 2019

- Responded to support tickets to improve customer service.
- Documented repair processes and helped streamline procedures for future technical support actions.
- Assisted end-users with software and hardware troubleshooting to determine causes of system malfunction.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Set up new desktop systems and configured laptops for incoming employees, loading required software.

- Conferred with vendors to obtain replacement hardware or software and escalate more complex concerns.

Independent Contractor - Self Employed
March 2017 - August 2018

Help Desk Analyst - Collabera Inc. @KeyBank (Albany, NY)
December 2016 - March 2017
- Researched, documented and escalated support cases to higher levels of support when unable to resolve issues using available resources.
- Investigated technical issues using knowledge base and personal experience to complete timely resolutions.
- Assumed remote control over customers' computers when necessary to resolve problems.
- Troubleshot Check Scanners via Phone support, and Multifunction Printers Remotely

Education and Training

Hudson Valley Community College, Troy, NY

Scotia-Glenville Senior High School, Scotia, NY