Blake Gregory

IT Support Analyst / Technician

503-453-4682

blakeredgreen@gmail.com

Wilsonville, Oregon. United States.

Starting in a Universal role with job responsibilities involving all avenues of communication with the company (Account Management, Billing, Hardware and Software Support). Was later promoted into a new networking department based on customer satisfaction scores (<92% Positive Review Average) that included the previous job responsibilities in addition to resolution of basic-to-advanced networking issues involving the platform.

Moved on to corporate healthcare application/network/hardware support, applied primarily phone, email, ticket and hardware support/setup in addition to off site business build ups that included in/out of state travel by plane and personal vehicle.

Joined a managed service provider and was part of a team that assisted in on-site program support, end user communication for workstation setups/swaps, and point of contact communication and documentation of changes to their environment. Communicated with engineers during off site build ups and upgrades via phone/remote desktop/chat and assisted in management/changes. Assisted with in/out of state client trips including travel by plane and personal vehicle. As a part of this team we assisted in the development and support of all other teams, which included 100+ client businesses.

Technical Skills:

- Active Directory
- Windows XP/2000/Mobile/7/10
- Basic iOS knowledge
- Basic Mobile Android/iOS
- Remote Desktop (RDP, LogMeIn, ConnectWise)
- Edge(IE)/Chrome/Firefox/Safari
- Residential/Corporate Network Support
- Account Management
- Knowledge Base Writing
- Billing Experience
- Hardware Support of Desktop/Laptop/Server

Soft Skills:

- 10+ Years Phone/Email/Ticket Support
- Supervisory Experience
- Client/User Facing Support/Communication
- Experience in problem solving on site issues and communicating to other departments.
- History of long term employment and positive feedback from superiors.
- Good Driving Record

WORK EXPERIENCE

Subway ~ Sherwood, OR
Sandwich Artist
05/2007~07/2010

Stream/Convergys ~ Beaverton/Wilsonville, OR
Corporate Tech Support
IT Analyst Tier 2

08/10 – 05/14

- **Project Highlights**
  - Tier 1 Universal Support (Hardware, Software, Billing).
  - Escalate issues when needed. Communicate process and procedures.
  - Average calls per-day ranged from 10-100+ depending on emerging issues or volunteered overtime.
  - High CSAT (Customer Satisfaction) scores above 80% throughout employment.
  - Excellent customer rapport.
  - After a year of Universal Support was offered a position in a new department (Networking).
  - Troubleshoot computers, gaming consoles, home routers and modems for customers.
  - Developed training documentation and approved public support forum for company site.
  - First call resolution mindset.
  - Setup Port Forwarding rules on customer routers
  - Used Screen Share programs for customer convenience to run network tests and personally setup connections.
  - Call ISPs to resolve hardware failures and communicate network issues on customers' behalf.
  - Scheduled callbacks with customers who didn't have time to troubleshoot.
  - Regularly communicated with Tier 2 management and Tier 3 regarding emerging issues.
  - Recognized often for high CSATS and hours worked.
  - Helped volunteer to update company systems by moving/setting up new hardware.

- **Technical Environment**
  - Software: Internet Explorer, LogMein, Lync 2013, Microsoft Easy Access, Apple Emulation Software.
  - Hardware Used: Dell Desktops, Xbox 360, Xbox One, Accessories (Controllers, Headsets, Cables), and various network devices (Modems, Routers, Switches, Adapters, Range Extenders).

Dignified Pet Services ~ Tualatin, OR

Crematory Operator & Driver
05/2014 ~ 06/2015

Diversified Consultants Inc. ~ Tualatin, OR

Collections Agent
12/2015 ~ 07/2016

Avamere Health Services ~ Wilsonville, OR
IT Service Desk Analyst
11/2016 ~ 09/2019

- **Project Highlights**
  - Provide 1-to-1200+ User Support on a small team involving 3 companies within the Corporation.
  - Local, Centralized and Virtual Support.
  - Travel in/out of state to provide support on building setups and/or upgrades involving hardware changes as well as communication to new users on programs and tools.
  - Helped maintain a 92% Customer Satisfaction Score for Service Desk average and Personal metrics.
  - Support Account Management and Communication of Service to 16+ Applications, including EMR (Electronic Medical Records), HR and Accounting related tools.
  - Provide communication/support to other IT Departments (Assets, Server, Networking) as well as respond to appropriate outages and service interruptions to local/remote buildings.
  - Scheduled On-Call times, typically week long, providing 24-7 support for emergency situations that involve employees not able to complete their duties. Generally around 10-20 additional work hours.
  - Self time management for hours worked.
  - Remote work involving all of the above when necessary.
  - Due to the nature of the environment in healthcare centers proper practices for ensuring end user and personal safety were exercised regularly. This included masks, gloves and sanitation.

- **Technical Environment**
  - Software: Windows 7, Windows 10, LogMeIn, RDP, FreshService, Office Suite, Active Directory, Ultipro, various healthcare related programs*.
  - Hardware: Lenovo Desktop/Laptop/Thin/All-in-One, Dell Desktop/Laptop/Thin, HP Desktop/Laptop, VOIP Phone systems, Corporate Network Equipment (Server, Access Points, Switches), Printers.

Convergence Networks ~ Portland, OR
Field Technician
09/2019 ~ 12/2020

- **Project Highlights**
  - Part of a small team that assisted with all clients requesting on-site support for end user facing related issues and/or setup of local equipment for upgrades/additions/troubleshooting.
  - 3 Seperate teams supporting 30-50 client companies each, in total our team supported close to 100+ companies.
  - Generally provided local support (Southern Washington ~ Salem Area) and traveled daily.
  - Out of State office upgrades and/or setups for new offices. Traveling by personal vehicle or flying.
  - Involved with server upgrades/changes and communicated with Network Administrators regularly.
  - Assisted with issues regarding improper documentation and/or requests regarding changes to companies systems/processes.
  - Application vetting and upgrade support.
  - Self time management for hours worked.
  - Remote work involving all of the above, especially post COVID. On site when required.
  - Practice of personal/client hygiene and safety during times spent on site. This included masks, gloves, sanitation and ensured proper client practices when necessary.

- **Technical Environment**
  - Software: Windows 7/10, Android/iOS, LogMeIn, RDP, ITGlue, ConnectWise, Sterling VOIP, Active Directory, various client-centric programs, Kaseya, Office Suite.
  - Hardware: Lenovo Desktop/Laptop/Thin/All-in-One, Dell Desktop/Laptop/Thin, HP Desktop/Laptop, VOIP Phone systems, Corporate Network Equipment (Server, Access Points, Switches), UPS installation/replacement, Security Cameras, Printers.