

Brian Flatley

Alameda, CA

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Authorized to work in the US for any employer

Work Experience

Customer Relations Manager

Olive & Dove - Livermore, CA

February 2017 to September 2019

Managed and performed all technical and customer support, testing/QC of products, processing and invoicing of all orders, shipping and receiving, inventory control, and payment disputes.

Responsible for the upkeep and support of the local office network infrastructure.

Tasked with recruiting, training, and managing of new hires.

Worked directly with marketing department with proofreading, opinions, fielding of questions, and ideas for improving products and materials.

IT Consultant

AVID Technical Resources / Stanford University

July 2015 to August 2015

Provided initial and post email migration support for 15,000+ faculty members, associates and students at Stanford University. | Acted as a SME on Microsoft Office 365. | Configured and/or troubleshoot issues related to supported Mac and PC based client applications, iOS and Android.

| Supported desktop and mobile device users (MDM) including MDM registration and encryption (AirWatch). | Escalated problems relative to profile setups, configuration, and migration.

Technical Support Representative II

AT&T Internet Services

June 2004 to May 2014

Provided advanced technical support for DSL and Dial-up customers in twenty-two states.

- Diagnosed connection/browsing issues, configuration of modems/routers, troubleshoot line issues, configured and setup IP addressing for business and residential networks.
- Responsible for ATM management: provisioning, rebuilding circuits.
- Troubleshoot issues involving all versions of Windows/Mac operating systems including tablets and phones.
- Setup and testing security cameras, DVR systems, and remote access for clients.

Remote PC support for clients.

- Complex usage of tools and systems on the AT&T network.
- Setup and troubleshoot a multitude of email clients including all versions of Outlook and Mac Mail.
- Handling manager escalations as needed to ensure issues were resolved within set time-frames and customer satisfaction.

Network Engineer

Netcom Corporation - Dallas, TX

November 2000 to October 2001

Hired as a Network Engineer to provide support and administration for existing and potential clients throughout the Dallas/Fort Worth area. Responsible for a wide range of operating and application systems as well as LAN/WAN connectivity, router configurations, database administration, local and remote administration, server upgrades, company moves, disaster recovery, network security, desktop support, and network troubleshooting and consulting.

Regional IT Manager

Omni Hotels Corporate Office - Irving, TX

August 1998 to February 2000

Hired to upgrade and replace obsolete technologies and provide support for world-class, 4 star, 4-diamond hospitality organization including, but not limited to, over 500 users in 5 remote locations. Scope of position was expansive and included full design, installation, engineering, implementation, support, training, administration, and management authority for:

- 24x7 LAN/WAN Network Services
- PC Desktop Systems (Desktop and Telephone Support)
- Applications Systems
- Database Administration
- Email Systems Administration
- Router/Switch/Hub Administration

Key Projects & Achievements

- Utilized state-of-the-art technologies to provide network connectivity to disparate Mainframe, AS/400, UNIX, Windows NT, Novell, and PC Systems.
- Championed introduction of Internet/Intranet/Web Technology, company-wide email, shared calendaring, and remote accessibility. Set up and managed TCP/IP environments, converted Novell networks to NT, and implemented Microsoft Exchange conversions.
- Completed - 4 months ahead of schedule - a complex Property Management System roll-out forecast to take 16 months and involving replacement of over 15 servers.
- Performed the work of 3 full-time equivalents, slashing labor expenses substantially by expanding personal responsibility to include Cisco Router Administration, Vendor Relations, and Budgeting.
- Defused and resolved long-standing customer relation and network problems, evaluated personnel, and collaborated on numerous management committee meetings.

Lan Technician

Matrix Telecom - Fort Worth, TX

May 1997 to July 1998

PC/LAN Technician

Walker Financial Corporation - Fort Worth, TX

April 1996 to May 1997

Claims Clerk / Mailroom Manager

Southern Benefit Consultants - Dallas, TX

August 1991 to April 1996

Education

High school diploma

North Lake Community College - Irving, TX

Irving High School - Irving, TX

Certifications and Licenses

Windows NT Core Technologies / New Horizons Dallas, TX

Administering Windows NT 4.0 / New Horizons Dallas, TX

Advanced TCP/IP Network Administration / University of Texas at Arlington