ANDREW TAYLOR

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Technical support expert with 20+ years of experience solving technical issues and providing customer focused solutions to customers and partners. With 12 years of network administrator experience and a strong knowledge of LAN/WAN/VPN administration, Windows servers, RDS/VDI, MS Exchange, MS SQL, Hyper-V, DHCP, DNS, IIS, Windows AD, Dell and HP Servers.

Professional Experience

PLUGABLE TECHNOLOGIES • REDMOND, WA
Support Engineer/Product Owner, July 2019 - October 2020 (1 year, 4 months)
- Provide customer support for various USB-C, Thunderbolt 3 and DisplayLink based docking stations, adapters and accessories on Windows, macOS and Chromebook systems.
- Provide pre-sales support to possible customers and act as sales engineer at various product fair events to offer expert technical details about our products, their capabilities and compatibility.
- Test product samples and customer returns to identify product issues and improvements.

CG TECH SERVICES INC • SEATTLE, WA
Senior Support Engineer/Network Administrator, October 2006 - May 2019 (12 years, 8 months)
- Provide full support for 40+ servers in various Windows 2008-2019 environments for 30+ clients, each with 5-200 user networks. Including support for VoIP, RDS, QuickBooks, Microsoft Exchange, multi-site networks, remote access needs and work from home users.
- Configure and support our multi-tenant hosting environment located in a Seattle datacenter and its associated servers and multi-site VPNs. Provide full 24x7 support for our hosted SharePoint environment, its mail server and services that sees 1,000+ daily worldwide users. Also build and maintain duplicate SharePoint sandbox environment for testing purposes.
- Manage and maintain all internal network systems for the company. Including Windows Servers, CRM, remote management, and financial systems. Run and verify backups for all internal and client systems, manage phone systems, and emergency paging system for client emergencies.
- Handle procurement and system planning for system upgrades and new server setups, including network, storage and backup systems for both internal systems and for clients. Work with clients on hardware/software/labor estimates, manage expectations and offer solutions and services to match client's needs and budget.

MICROSOFT CORPORATION • REDMOND, WA
Technical Support Analyst on MSN Advertising Sales Support Team, June 2000 - July 2006 (6 years, 2 month)
- Provide technical and product support for sales, data entry and other MSN groups for the MSN ad serving platform. Host regular trainings and Q&A sessions for data entry and sales teams.
- Work with development team to learn more about ad server platform and improve team's ability to detect errors before they are published or are cause billing issues. Document these details and provide training to team to help identify and fix errors proactively.
- Build and maintain SQL server and scripts to host a day-old backup copy of production advertising database. Write and maintain scripts to identifying possible data entry or configuration errors and provide detailed reports for sales team as requested.

Additional Skills

On Premise Exchange 2000-2019 and Office 365 administration, Sophos XG and UTM firewalls, Dell servers, HP Servers and Dell NAS/SAN storage devices.