

WILL VOLKMANN

8239 Burnet Ave | Van Nuys, CA 91402 | (805)338-2569

wvolkmann64@gmail.com

SKILLS

Experienced CompTIA A+ Certified and Jr Systems Admin skilled in OSX and Windows Troubleshooting, AD, O365, Customer Service, Team Leadership, Hardware Technical Support, Project Management, and Audio Engineering.

EXPERIENCE

March 2019 - Present

Douglas Elliman Real Estate — *Jr Systems Administrator*

- Utilize ticketing system (Service-Now) to resolve, document, escalate and communicate professionally with users in a timely manner with MDM support for over 200 users.
- Active Directory/Office 365 System Administrator
- Install troubleshoot, and maintain Crestron AV systems
- System Admin for Cisco Meraki, Cloud Printing (Ezeep), RingCentral VoIP, VMware
- VPN set up and maintenance
- Supporting and Troubleshooting End Users Apple and Windows Hardware and Devices

Oct 2013 – March 2019

Yamaha Guitar Group, Calabasas CA — *Sr. Technical Support Lead - Escalation Specialist*

- Lead the US customer support staff to ensure new products are adequately supported at launch and excellent service is provided..
- Project Manage new support-based products like Extended Warranty and Product Bundles
- Monitor products in the field for potential failures and report findings in Jira to stakeholders.
- Liaise with WW internal/external customers, distributors, business partners and vendors.
- Provide Project Management teams with support ticket data analysis of current products to assist in design decisions on upcoming products using MS Excel.
- Ensure CS Reps provide excellent technical support by meeting or exceeding department metrics for phone and web-based support.
- Main liaison between Line 6 Customer Support and internal/external contacts.
- Provide product training to all domestic and international CS representatives.

Accomplishments

- Championed an improved system of communication between CS and QA through Jira which resulted in more efficient bug reporting and overall quicker fixes/updates to current products.
- Spearheaded a more efficient system for RMA (Returned Merchandise Authorization) creation that resulted in faster turnaround times for product repair in the service department.

2006 - 2013

Marc Graue Recording, Burbank CA — *Audio Engineer*

- Sound Mixer/Editor/ProTools certified
- Sound Designer
- Commercial Production/TV Mixing/Live Radio Show Engineering

EDUCATION/Certifications

2005-2006 – Los Angeles Recording School, Hollywood CA

CompTIA A+ Certified 220-901/220-902