

Jason B McKelvey

Relocating to Portland, OR, as of August 1, 2021

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413.320.6512

Enthusiastic IT professional with 8+ years of desktop support and technical customer service experience. Proactive team member who constructively approaches new challenges and volunteers for additional work. Proven multi-tasking abilities in a fast-paced environment while maintaining friendly, attentive, and respectful communication. Proficient building, initializing, maintaining, troubleshooting, and repairing a broad variety of hardware and software systems including; Windows 7/8/10, macOS, iOS, Linux, Android, ThinOS, Active Directory, Microsoft SCCM, PRTG, Dell/Wyse Management Suite, Sonicwall VPN, Cisco Cloudlock, Sophos Central, Citrix VDI, Microsoft Office, Google Workspace (G-Suite), Installing Cisco Access point and Switches, structured cabling and network wiring. Currently working towards LPIC-1 and CCNA Certification.

Professional Experience

HEYWOOD HEALTHCARE

Help Desk Supervisor

Mar 2021 - Present

- Supervise day-to-day operation and process of the 6 Help Desk staff.
- Create and manage work flows and procedures to service level standards.
- Provide technician performance reviews and mentoring toward skill development.
- PC lease cycle management.
- Desktop Support Technician II responsibilities.

Desktop Support Technician II

June 2019 - Mar 2021

- Providing tier II support & tier I training to the tier I Desktop Support Technicians.
- Plan, coordinate, and implement interdepartmental projects across IS teams.
- Desktop Support Technician I responsibilities.

Desktop Support Technician I

Feb 2019 - June 2019

- Manage ticket queues and schedule service in a timely manner.
- Coordinate equipment moves between offices and across IS teams.
- Contact and work with vendor support towards timely resolutions.
- Help Desk responsibilities.

Help Desk

Sept 2018 - Feb 2019

- Answer phones in a friendly and respectful manner.
- Effectively work to communicate, troubleshoot, and resolve end user issues, and document processes.
- Build, setup, deploy, maintain, and repair desktop, mobile, and printer devices.
- Manage purchase orders to coordinate ticketed repairs.
- Support 16 site locations.
- Participate in the 24/7 on call rotation.

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Professional Experience Continued

PELHAM AUTO PARTS & SERVICE

Assistant Manager, Board of Directors, Co-op Owner/Operator, Desktop Support **2016-2018**

- Sole interdepartmental desktop support technician for hardware, software, network, and printing.
- Build, setup, maintain, and repair computers, laptops, mobile devices, network devices, and printers.
- Resolve customer support issues.
- Maintain inventory, comparing physical against computer, restocking and ordering new stock.
- Maintain catalog, initializing new parts, reviewing errors, correcting system files.
- Assist bookkeeper in record collections and organization.
- Manage all purchase orders and returns to vendors.
- Previous Owner/Operator and Sales Associate responsibilities.

Junior Service Advisor, Co-op Owner/Operator **2014-2016**

- Answer phones in a friendly manner and schedule appointments with detailed notes.
- Greet and check-in customers, listen to concerns, and clearly record them to repair orders.
- Manage repair orders and mechanics schedules to meet timely completion of work.
- Convey findings to customers and estimate recommended repairs.
- Clearly document all steps of the diagnostic and repair process.
- Collaborate with other owner/operators to promote growth and overcome hurdles.
- Review all work towards customer satisfaction.

Sales Associate **2012-2014**

- Sole interdepartmental desktop support technician for hardware, software, network, and printing.
- Build, setup, maintain, and repair computers, laptops, mobile devices, network devices, and printers.
- Answer phones and greet customers in a friendly manner.
- Look up parts for customers with attention to detail.
- Learn ins and outs of POS, inventory management, and catalog software in use.
- Setup and maintain computers, laptops, network devices, and printers.
- Restructure physical inventory organization to increase volume potential.

NORTH AMHERST MOTORS

Parts Department Manager, Auto Body/Collision Technician **2012**

- Troubleshoot and repair interdepartmental computers, network devices, and printers as needed.
- Coordinate with other departments with auto part needs towards timely completion.
- Communicate with part vendors and technicians to correctly order parts.
- Record and document all purchases and returns for administrative and bookkeeping needs.
- Remove and install auto body parts as needed.

Auto Body/Collision Technician **2011-2012**

- Observe and record all damage on incoming vehicles with specific detail to repair order.
- Coordinate and schedule with metal repair and paint departments for their disassembly needs.
- Coordinate and schedule with the detail department for their reassembly needs.
- Receive auto parts and review their condition.
- Manage each vehicle's inventory throughout all stages of the repair process.
- Remove and install auto body parts .