Anthony Berkeley

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With a solid customer support background, I have focused on providing the best possible support for various companies and users, as well as worked to provide the best technical solutions to business issues.

Willing to relocate: Anywhere
Authorized to work in the US for any employer

Work Experience

IT Support Specialist

AdaptHealth - Las Vegas, NV
August 2019 to January 2021

Responsibilities

• Provided remote Tier 2 technical support to nationwide users.
• Delegation of tasks to various Tier 1 support agents, to maximize footprint.
• Assist with nationwide deployments and policy as we modified our support structure.

Projects
• Rolling out a cloud-based softphone system to local and regional locations, as well as transitioning the current call flow of sites over to the new system, and new layout.
• Assisting with Merger & Acquisition refreshes and rollouts to multicity and state company, utilizing remote contractors. Working with various contacts within the company to convert their existing structure and setup to our company.
• Lead the Fax Support team, working with performing fax ports from various vendors and companies to our platform, as well as assisting departments with transitioning and designing the fax flows into the new system.

Systems Administrator

AA Medical - Las Vegas, NV
December 2017 to July 2019

Responsibilities

• Perform onsite user support, for hardware and software issues
• Monitor onsite servers for performance and security issues
• Perform hardware maintenance of desktops, laptops, and printers
• Work with our various software and hardware vendors, to support issues, as well as improve our management and usage of their products
• Research ways to improve our work flows, as well as streamline our management processes

Projects

• Building and implementing FreePBX based phone system to replace failed Cisco phone service.
• Transition onsite machine to Windows 10 and AzureAD, due to failure of on-premises Windows 2008 SBS domain

Tier 1 Technical Support
Knoah Solutions - Henderson, NV
March 2017 to November 2017

• Provide Tier 1 tech support to public customers through chat for various products
• Worked alongside business customer to improve our support process
• Assisted with product rollout to new region, including researching the laws affected said products.

Skills

• Windows OS
• Linux
• System Administration
• Microsoft Office 365
• Active Directory
• PowerShell
• VMWare
• IT Support
• Network Support
• LAN
• Operating Systems
• Azure
• VoIP
• Help Desk
• Python