
DAVE BUDAVICH

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Summary

Effective, team-driven professional offering eight years of experience in technical troubleshooting and support. Focused and committed with a calm demeanor in the most challenging situations.

Skills

- Troubleshooting Process and Philosophy
 - Verbal and Written Communication
 - Mentoring, Coaching, and Training
 - Report and Metrics Analysis
 - Hardware and Software Deployment
 - Strong Analytical Skills
 - Familiar with Windows OS and Office, Citrix, Active Directory, and VMWare
 - Experience with remote support of HP network switches.
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Experience

Desktop Support Technician

03/2019 to 05/2020

Vigor – Express Employment Professionals

Clackamas, OR

Provide on-site software, hardware, and administrative support in a mixed industrial/office setting.

Pull tickets from a shared queue and monitor emails for incoming requests.

Provide deployment, LCR, and break/fix support for Dell computer equipment.

Deploy iPhones and configure MobileIron device management.

Support and install Microsoft Office, Adobe Acrobat, M-Files, engineering, and any other approved software.

Engineering software includes; Mastercam, Solidworks, and Autocad.

Used Active Directory, Exchange Admin, and Skype Admin to create and maintain user accounts.

Assisted with department projects such as inventory maintenance and OS deployments.

Basic support of office network infrastructure.

Ensured NIST requirements are maintained in a high security setting.

This is a contract position working for Express Employment Professionals and their client, Vigor.

Support Analyst

10/2016 to 02/2019

Kroger Co

Portland, OR

Provided over the phone technical support for multiple location types within the Kroger company including retail stores, warehouses, and offices.

Worked existing tickets during slow periods.

Assisted in training and coaching co-workers.

Areas of support included Store Networks, Point of Sale Software and Hardware, and Store and Office PCs.

Required use of Citrix, VMWare, and Active Directory.

Dispatched on-site techs if needed.

Supported 3,500 supermarkets, 2,000 fuel centers, 30 to 40 warehouses, and hundreds of office and remote administrators.

Store General Manager
Jones Food Center

08/2011 /o 06/2016
Lake Andes, SD

Managed all aspects of a small , rural grocery store.

Responsible for all HR functions. Hiring, training, coaching, development, and discipline.

Created financial reports for the owner and sent financial information to a contracted accounting team.

Ordered product and supplies. Set product pricing and merchandising.

Edited and modified weekly ads in conjunction with a contracted ad team.

Maintained and serviced the building, equipment, and electronics and contacted the appropriate techs if needed.

Managed 20 employees.

Annual sales of \$1.3 million.

I essentially filled every role required at the time and performed every sort of task at the store.

Data Support Analyst
Alorica

01/2010 to 07/2011
North Sioux City, SD

Supported AT&T business customers in in incoming call center environment .

Business customers included small business owners, system admins from corporations, and customers that were receiving a discount from their employer.

Assisted with data network connections on all phones and applications on smartphones.

Supported Android, iOS, Blackberry, and Windows phones as well as Android and iOS tablets.

Assisted with mobile hotspot cards of multiple forms, expansion cards, dongles, and standalone.

Worked with the training department to transition new hires from the classroom to the call floor.

Applecare Associate
Stream Global Services

01/2009 to 07/2010
Sergeant Bluff, Iowa

Fielded incoming calls from Apple customers pertaining to Apple computers and software.

Supported Mac OSX and packaged software.

Hardware support included iMac, MacBook, MacBook Pro, and MacPro with Intel processors.

Assisted in general usage and configuration including configuring the Mail client with mailboxes from multiple email providers.

Provided troubleshooting instruction for software and hardware issues and shipped warranty replacements when necessary.

Worked with the training department to transition new hires from the classroom to the call floor.

Education and Training

High School Diploma
Bishop Heelan High School

2006
Sioux City, IA