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Technical Support Specialist

Onsite and Remote User Training and Device / Software Support

Technical Support Specialist specializing in the superior support of devices, software, and hardware through installations, upgrades, and enhancements for clients of Xerox and Nike. Skilled at coordinating major system transitions in multiple locations and aligning information technology with customer business needs. Expertise with customer service, technical support, remote device connectivity, software quality assurance, and problem solving analysis. Viewed as a trusted advisor. Ability to forge meaningful internal cross functional collaborations and strong customer relationships. Lifelong learner with mastery of multiple technologies.

CORE COMPETENCIES

Troubleshooting | Helpdesk Support | Desktop Systems Analysis | Verbal and Written Communication Skills | Technical Acumen | Delivering Value to the Customer | Project Management | Lean Six Sigma |

PROFESSIONAL EXPERIENCE

HCL AMERICA

2019 – 2020

Remote Support Engineer

Supported Xerox clients, software, and hardware after Xerox outsourced 6,000 professional services employees to HCL. Managed print service assistance for the SHA-2 protocol update. Contributed to Xerox device manager connectivity in major nationwide corporations.

- Advocated for updating to the latest release of Xerox device manager, provided data on connectivity issues and remote escalation support to resolve client issues and used remote software from LogMeIn to fix configuration issues on client computers, Xerox equipment, and installed software as needed.
- 300+ units in Oregon, Idaho, Montana made SHA-2 protocol compliant by coordinating the software upgrade for small businesses, corporations, healthcare, education, and local governments to aid Xerox devices in communicating meter reads and ordering supplies.

XEROX CORPORATION

2000 – 2019

Professional Services Analyst | 2014 – 2019

Provided onsite, pre-sales help to define technical specifications and develop work scope. Supported Win7,8,10 MacOS X, MS Office 365, MS Outlook, Google Gmail, Adobe Creative Suite, third party applications, LAN/WAN configurations, Active Directory and security configurations, customer requirements for installations and post-sale escalations.

- 400 multifunction units in nine locations of the Oregon Department of Corrections statewide installed in six months by facilitating the deployment, pre-configuring at the warehouse with customized settings, labels, and hardware set-up, use of Active Directory set-up, and holding training within 24 hours of the unit placement and operational readiness.
- Ensured successful implementation of client multifunctional devices / software solutions and communicated with client IT stakeholders regarding scheduling, requirements, and project status.
- Coordinated a refresh of equipment and software including Equitrac for Portland Community College.
- 60 multifunction units and a refreshed printshop with production color and monochrome print systems placed on a University Campus in 45 days configured to the units, updated Papercut software to correct software levels, and conducted Printshop training on all production devices and software.

Marketing Associate | 2003 – 2014

Assisted Graphic Arts house accounts (Office Depot, FedEx Office, Staples, and Office Max) in a seven state territory. Resolved equipment operational issues including disaster recovery incidents for 300 superstores. Recognized by store managers for consistent follow through and timely resolution of issues.

- Presented on products at client districts meetings by invitation of client store and regional management
- Analyzed equipment and application training needs and created / delivered customized training at stores while directing move, add, changes for 25 to 150 equipment installations per month.
- Received the peer nominated Integrity and Compassion Awards for outstanding customer service.

Technical Support Specialist | 2000 – 2003

Involved with the Graphic Arts house accounts mentioned above. Provided second level technical support to internal and external clients for desktop, wide format, and graphic art printers.

- Created, reviewed documentation, and tested the new product launch of the first single pass color printer.
- Authored knowledge base articles for internet and intranet support sites.
- Supported two, national tier 1 call centers and designed / delivered new product training.
- Managed the development of illustrated technical manuals for Wins / MacOS.

NIKE INC. | 1997-2000**Desktop Support Engineer**

Supplied day-to-day computer support for 500 Macintosh and 1,000 Windows desktop users. Updated software and peripherals while troubleshooting any software application problem. Assigned as the lead server administrator for 500 Macintosh end-users.

- Coordinated site migration for a complex systems conversion.
- Supported hardware / software rollouts, server migrations, and the software push technology introduction.
- Supported desktop and laptop imaging for deployment
- Key contributor to the creation of the Nike help desk tier II team.
- Improved first call resolution 20 points, from 60% to 80%.

SELECTED TECHNOLOGIES

Microsoft Office 365, Windows 7,8,10 and Macintosh OSX , Adobe Acrobat, Photoshop, LAN/WAN Technologies, DHCP, DNS, TCP/IP, Corporate Helpdesk Environment, Remedy Database, ITIL, Equitrac, Papercut

EDUCATION & PROFESSIONAL DEVELOPMENT

College Coursework in Business and Management at the University of Phoenix

Certifications: Microsoft Certified Professional | Color Management Professional
Equitrac Office Product | Lean Six Sigma Yellow Belt

Trainings: Amazon Web Services | Cloud Practitioner Essentials (2nd Edition) Course Compilation |
Cloud Storage, Core Concepts, System Center Configuration Manager | Adobe Creative Suite Proficiency |
Microsoft 365 | Office 365 | Windows 10 | Microsoft Teams | Wireless Networking