**Shannon Wagner**

(307)254-3082

800 SW 156th St. Burien, WA 98166

shannonwagner2007@gmail.com

Experience

**06/21-Present Epiq Global Seattle, WA**

TAC Supervisor

* Project management, training, and overseeing of TAC Specialists
* Respond to requests for assistance & hardware setups
* AV support
* Asset management, deployment, tracking
* Respond to and escalate incidents to proper teams as needed
* Developing metric system to track team utilization
* Delivering process change by creating new training materials
* Collaborate with Tier 2 to assist with hands-on troubleshooting & deployment of assets
* Assist TAC Specialists with onsite technical support services for computers, printers, and other peripherals

**04/19-05/21 TCT Lovell, WY**

Tech Support/Help Desk

* Provide customer support and troubleshooting to customers via email, phone, and chat
* Technical troubleshooting for TV/Internet/Phone services
* Taking payments and inputting payments into system
* Taking inbound call orders for customers
* Occasional onsite troubleshooting
* Computer diagnostic and repair as needed for customers

**01/18-04/19 Childcare Lovell, WY**

Childcare Provider

* Provide childcare for children ages 6 months - 5 years in a home setting
* Provide meals & snacks
* Engage children in learning and arts

**09/17-11/17 Concentrix Virtual**

Technical Support Phone Advisor

* Provided phone support for customers in iPhones, iPads, iPods, and Apple Watch
* Troubleshoot software and hardware issues
* Set appointments for customers
* Escalated issues to other support when necessary

**10/16-03/17 KellyConnect Virtual**

Tier 1 Technical Support Chat Advisor - Apple Project

* Online technical support for iPhones, iPads, iPods, and Apple Watch including troubleshooting issues & repairs
* Assisted with setting appointments, providing step-by-step troubleshooting, and general how-to of devices.
* Simultaneously assisted 1-3 customers from around the world at a time.

**08/14-01/16 AT&T Bothell, WA**

Advance Technical Support Representative- Chat

* Online technical support for phones & tablets including troubleshooting issues & outages
* Assisted with filing warranty & insurance claims for defective equipment
* Assistance as needed with billing and general account questions

Education

**10/19-Present Western Governors University (WGU) Online**

* Enrolled in the Bachelor of Science, Cybersecurity & Information Assurance Program
  + Certifications that will be completed:
    - ITIL v.4, Comptia Network+, New Comptia A+ I & II, Comptia Security+, ISC2 SSCP, Comptia Project+

**08/18-05/19 Laramie County Community College Cheyenne, WY**

* Enrolled in the Associate of Applied Science Cybersecurity Program
  + Phi Theta Kappa Honor Society member
  + Placed on President’s Honor Society for Fall 2018 semester

Skills/Qualifications/Certifications

* Comptia A+ Certified, Comptia Server+ Certified, Cisco CCNA trained, Expert diagnostic & troubleshooting skills including knowledge of Windows OS, MS Office Suite, iOS, Android technologies, Advanced knowledge of wireless networking, Able to operate Multi-line phone system, 70 WPM average, Experience with some desktop publishing and web design, Quickbooks, Customer Service oriented, able to multitask