**Xavier Toney**

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**Skills**

* Office 365 User Admin
* Bit Locker Encryption
* Active Directory
* Asset Management
* Windows OS
* Remote Desktop Access
* Dell Support chat
* Cable Management
* Desk setups and moves
* Microsoft Office
* Mobile device support
* Skype troubleshooting
* Reimaging
* VPN Access
* Cellphone screen repair

**Experience**

**Open Square May 2019 – July 2020**

*Technical Support Specialist*

**On-boarding**• Create Network Accounts  
• Deploy company image and configure settings  
• Configure Operating Systems  
• Configure programs  
• Create VoIP accounts  
• Set up remote access control  
• Create Office 365 accounts

• Setup VPN access

**User Assistance**

• First point of contact for end users   
• Setup and deploy all cellular devices and iPads  
• Hardware/ Software troubleshooting  
• Mobile device troubleshooting  
• Program configuration  
• Printer installation and troubleshooting

• Reimaging computers for redistribution and or computer upgrades

• Conference room troubleshooting/ maintenance

• General computer maintenance and upkeep

• VPN troubleshooting

**System Maintenance**  
• Clean up network accounts  
• Archive user files after departure  
• Office 365 User Admin  
• Inform manager of chronic issues with hardware, software, or people  
• Instruct people on recommended practices

• Create and fully own troubleshooting tickets, escalating as necessary

• Provide clear and easy to follow troubleshooting documentation

• Manage and communicate any inventory demands or issues

• Keep inventory fully stocked for new hire equipment and necessary device upgrades and or repairs

**Communications**

• Manage all company phones and plans with respective companies  
• Keep people up to date on status of requests  
• Inform manager of chronic issues with hardware, software, or people

• Instruct people on recommended practices

**Liberty Mutual May 2018 – December 2018**

*Technical Support Analyst*

* Act as a single point of contact for resolution of technology-related issues.
* Document customer requests in call tracking system.
* Support network and e-mail connectivity, computer operating systems, hardware and software, internally developed applications, mainframe and midrange operations. Interact with customers and co-workers to diagnose and resolve problems
* Troubleshoot, analyze, resolve, track, escalate and accurately document various technical problems.
* Support feature, functionality, and usage of specific application.
* Troubleshoot basic software and hardware problems.
* Provide L1 technical support of low complexity.
* Adhere to established policies and procedures.
* Make sound business decisions, under direction by following documented procedures

**Bellevue Healthcare Jan 2016 – Oct 2017**

*Delivery Technician*

* Perform daily deliveries including set up, service, and explanation of equipment.
* Primary interaction w/ patients including direct contact and communication of equipment and services.
* Maintain necessary paperwork for deliveries and equipment history.
* Clean/maintain company vehicles, property, and equipment after daily usage.
* Perform basic warehouse duties (i.e. receiving, stocking, and cleaning).

**Apptio Inc Aug 2016 - Oct 2016**

*Technical Support Analyst*

* Execute project copies
* Monitor and respond to issues that come in to the TSA Support Queue
* First level application support (ITPF)
* First responder to Technical Operations Alerts and Outages
* Provide primary first level of inbound phone support

**Slalom Consulting Feb 2015 - July 2015**

*Year Up Internship*

* Supported 3k users (Windows and Mac) while maintaining a 93% satisfaction rate on a seven person team
* Utilized ticketing system
* Diagnosed and resolved technical hardware and software issues on both Mac and PC
* Configured 5-10 profiles for new hires each week, including use of active directory
* Maintained accurate records of company assets and developed new process for inventory management
* Performed cross connects and data port activation for new hires (server management)
* Performed cable management and desk setup activities
* Deployed software via CM2012 & FTP
* Performed general troubleshooting such as password reset, and issues with application

**Education**

**Seattle Central Community College**

* Working towards transfer degree, however not currently enrolled. **2019**

**Year Up / Bellevue College Partner Sept 2014 – Aug 2015**

* Year Up is a leading one-year career development program with 250 corporate partners around the country; the program includes college-level courses, professional training, and a six-month internship. I earned 27 college credits towards an introduction to Technical Support Certificate.
* Relevant courses include: Quality Assurance, SQL, JavaScript, HTML, Business Communications, Excel, Public Speaking, and Computer Networking

**The Center School - Seattle, WA 2007-2010**

* Diploma Achieved 2010
* Principles of Excellence Award 2009; League of Education Participant