**Alex Gincherman**

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206-218-3353

Successful IT Engineer/Customer Engagement Manager with 15+ years’ experience working in different industries. Leading large scaled programs, customer/vendor engagement and technical support. Successfully managed and implemented new products and upgrade and provided great technical support for the clients by providing value-based solutions to sustain customer business and end user’s satisfaction.

# **Skills**

Customer Service, Microsoft Windows, Microsoft Office, Active Directory administration, Microsoft Exchange, Laptops and desktops hardware troubleshooting and upgrade, PC, MAC, VMs, Printer, telephony systems, VTC and Audio equipment, inventory, Virtualization, XenCenter, VMWare, Jira, Confluence, Ticketing Systems, MobileIron, AutoCAD, Autodesk products, ShipConstructor.

# **Work Experience**

## Application Support Engineer/Customer Engagement Manager

**Crowley Marine – Seattle, WA  
February 2019 to May 2020**  
Customer Engagement Manager for Marine shipping clients.  
Leading large scale programs and release management coordination with Customers Development, Architects teams, cross locations, to ensure quality and timely delivery along with satisfaction.  
Contract management - Statement of Work, Licenses and Maintenance agreements. Rates negotiation and deliverable schedules including change requests and product upgrades.  
Insure smooth transition to production by aligning pre-prod activities, User Acceptance testing progress between company and the clients' teams.  
Help improve and streamline internal processes to increase operational efficiency.  
Provide a high level of customer service assisting internal customers and coworkers with applications support.  
Help improve and streamline internal processes to make our work operationally efficient.  
Technical vendor management – working with verity of teams. Manage resolution with our external engineering vendors.  
Work closely with software developers and QA Engineers prior to production release Work closely with Internal/External Stakeholders, Development Architects/Managers & developers, across locations, to ensure timely delivery to ensure smooth transition into production.

## Sr. IT Engineer

**VoiceBox Technologies/Nuance Communications - Bellevue**, WA **December 2017 to February 2019**Provide desktop, remote and phone support to employees and contractors with troubleshooting PC and MAC hardware/software and printer problems.  
Assist in large-scale national IT projects, including annual hardware purchase and refresh, and software upgrades, provide assistance and training using VTC equipment.  
Administer Active Directory infrastructure, troubleshoot network connectivity, domain and security issues and manage permissions.  
Create and modify user Exchange accounts.  
Create and modify virtual machines using XenCenter and VMware.  
Process new hires and terminations.  
Setup equipment and provide assistance running video conferences and all-hands meetings. Manage tickets and permissions in Jira and Confluence.

## Senior IT Support Engineer

**Randstad - Seattle, WA**

**March 2014 to October 2017**  
Provide technical support services to users of company’s personal computers and telecommunication systems.  
Support of remote users and Sales team nationwide.  
Perform hands-on fixes at the desktop level, including installing and upgrading software, installing hardware, and configuring systems and applications.  
Provide desktop, remote and phone support to the employees and VIPs (over 150 users) for all day-to-day IT Operations needs  
Setup and managed of the Cisco Phone System.  
Administer Active Directory on multi-domain network, troubleshoot network connectivity, domain and security issues and manage permissions.  
Daily repair and maintenance of all assets including Desktop, Laptop, Printers and Telephony and mobile Hardware.  
Perform laptops, desktops and mobile devices refresh and inventory.  
Manage Mobile Devices using MobileIron.

## IT Engineer

**Federal Aviation Administration  
Apr 2009 – Feb 2014**Provide desktop, remote and phone support to the employees and contractors of FAA, serve as the initial point of contact for troubleshooting PC hardware/software and printer problems.  
Assist in large-scale national IT projects, including annual hardware purchase and refresh, and software upgrades, provide assistance and training using VTC equipment.  
Administer Active Directory infrastructure, troubleshoot network connectivity, domain and security issues.  
Lotus Notes email administration including account creation, configuration and management.  
Data backup and restoration using various products, business continuity and disaster recovery planning.

## Helpdesk Engineer

**Washington Federal Bank - Washington State**

**September 2008 to February 2009**Provided tier 1 and tier 2 desktop, remote and phone support to the customers.  
Administered Active Directory domain and Microsoft Exchange servers including creation, configuration and management of user and workstation accounts.   
Troubleshot networks connectivity with Windows workstations, setup JPATH and Steller.

# Education

**MCSE training program - Seattle, WA** **2000**

**BS in Computer Science  
Kiev Polytechnical Institute – Kiev, Ukraine 1990**

<https://www.linkedin.com/in/agincherman/>  
  
Certifications/Licenses  
Lenovo Certified Technician