

Josh M. Greene

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Summary

Seasoned Support Engineer well-versed in supporting users and troubleshooting common problems. Versatile professional bringing remarkable understanding of I.T. operations and resilient nature focused on finding root causes and making permanent improvements. Offering 14 years of experience working in high-pressure environments to address customer concerns and questions.

Skills

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| * Hardware upgrades * Hardware diagnostics * Technical Troubleshooting * LAN/WAN * Customer support needs assessment | * Application installations * DHCP/DNS Ethernet and Firewall proficient * Hardware and Peripherals * MS Office proficiency * Server and Firewall maintenance and support |

Experience

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| Hail & Cotton International Group | Springfield, TN  I.T. Network Services Administrator  *09/2018 - 09/2021* | * Managed maintenance and updates of on-site servers and firewalls. * Responded to incoming calls and emails from customers and asked open-ended questions to determine how to be of assistance. * Cultivated long-term relationships with customers, encouraging more lucrative business opportunities. * Organized and maintained documents, files and records. * Ordered computers, servers, access points, and various other equipment and supplies after researching vendors and obtaining quotes. * Oversaw customer service and satisfaction initiatives, reporting to management on successful strategies. * Scheduled maintenance for office equipment to keep machines operating efficiently. * Recruited and hired talented team members. * Managed I.T. support team for North American operations |

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| Hail & Cotton International Group | Springfield, TN  Level 2 IT Technical Support  *09/2015 - 10/2018* | * Assisted customers with various types of technical issues via email, live chat and telephone. * Reviewed support cases for technical and troubleshooting accuracy and identified needed process improvements. * Utilized automated systems to manage and track customer inquiries through to completion. * Informed senior leadership of product development issues discovered via technical support calls with customers. * Maintained helpdesk and maintenance activities between customer calls and vendor interactions. * Set up new desktop systems and configured laptops for incoming employees and loaded required software and server permissions. |

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| Vanderbilt Ingram Cancer Center | Nashville, TN  Technical System Specialist II  *04/2011 - 09/2015* | * Provide analysis, design, development, testing, deployment and maintenance of desktop systems. * Manage multi-department groups, computers, and servers through Active Directory. * Provide end-user desktop troubleshooting and issue resolution. * Administer user security, granting access to clinical and patient care systems. * Provide vendor and custom application system support, QA and maintenance. * Provide pc, mac, and audio video equipment support and user training for multiple conference rooms and high-profile meetings. * Manage access to clinical databases. * Assisted customers with various types of technical issues via email, live chat and telephone. * Utilized automated systems to manage and track customer inquiries through to completion. * Informed senior leadership of product development issues discovered via technical support calls with customers. |

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| Dept. of Finance | Nashville, TN  *02/2007 - 04/2011* | * Manage and support Interactive Intelligence Inc. * System for The State of Tennessee Benefits Administration call center. * Manage call center user accounts, clients, make configuration changes, and maintain servers for this system. * Troubleshoot call center system and VoIP phone issues. * Provide training and demonstrations to call center management. * Install and support inventory scanning hardware and software. * Troubleshoot and support Filenet document imaging system. * Provide Infrastructure support for Finance and Administration [Security Administrator]. * Create and delete user profiles for access to State applications. * Provide technical support for multiple agencies by troubleshooting network, application, and hardware issues within Active Directory and Novell environments and working with users and multiple agencies to resolve these issues. * Troubleshoot connectivity and network access issues. * Write and update instructional documentation for Security procedures. * Work closely with customers, supervisors, and directors to troubleshoot and resolve numerous network access issues. * Perform audits and present findings to auditors and management. * Reset passwords and resume users for network access. |

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Education and Training

Nashville State Community College | Nashville, TN

Associate Degree in Computer Networking

Dean's list for academic excellence Member of Phi Theta Kappa Honor Society Participant in co-op program