**PROFESSIONAL SUMMARY**

***Results-oriented, dependable support and service engineering technician experienced in leading Global Customer Operations Command Center that supports customer service applications and tools to support over 50 million***

***customer interactions and 22 languages each year.*** Excels in fast-paced environments, with a commitment to

customer satisfaction. Excellent interpersonal skills with proven ability to develop rapport with team members

and customers to achieve exceptional results. Looking for a position with a successful and innovative

company. ***My goal is to contribute to the growth of a passionate organization that encompasses technology, creativity, and proven success.***

**SKILLS & COMPETENCIES**

* Team Oriented and Self Starter
* Project & Program Management
* Process / Procedure Guidelines
* Strong Problem Solving with Timely Resolution
* Core Analysis & Usage with Splunk
* Sound Written & Verbal Communications

* Effectively Manage Priorities & Multi-tasking
* Scheduling & Workforce Planning
* Audience Driven Communicator
* Recognized for Top Performance
* Technical Analysis and Trending
* Problem Solving in Complex Environments

**PROFESSIONAL EXPERIENCE**

**SR. TECHNICAL OPERATIONS SUPPORT ANALYST |** Expedia Inc | 2018 to 2020

* ***Responsible for the 24x7 Global Customer Operations Command Center*** application tool management, incident response, coordination, and resolution
* Monitors real-time performance and analysis of system health, leads and oversees contact center queues, and manages global time zones and hand-offs
* ***Monitors both regional and functional support resources*** to ensure optimal procedures and practices are being followed.
* ***Manages the deployment, monitoring, maintenance, development, upgrade, and support of all IT systems***, including servers, pcs, operating systems, telephones, and software applications for 2 regional sites.
* ***Provides expertise and support during systems upgrades, installations, conversions, and file maintenance.***
* Oversees system development and enhancement and the integration of new systems with existing systems.
* ***Develops standard operating procedures and best practices***, including providing written protocols and guidance to IT staff and to end-users.
* Builds repeatable operational procedures and drive improvement to incident coordination across multiple teams.
* ***Establishes priorities, plans work duties across incident response teams*** and coordinates multiple incident/projects.
* ***Leads communication excellence to stakeholders and contact centers*** which summarize key elements of technical problem, impact, and resolution paths.

**TIER 2 TECHNICAL SUPPORT |** Expedia Inc **|** 2013 - 2018

* ***Gathered problem resolution information, diagnosed the customers’ needs, conducted research to find correct solution, and confirmed that the customers can access their required services or application.***
* ***Prioritized work proficiency in a team database atmosphere and troubleshot and resolved Avaya Telecom and Microsoft office application issues.***
* ***Supported all IT products and services***, including answering questions from clients, troubleshooting problems, teaching or instructing customers regarding software or hardware functionality.
* Executed Accurate resolution and troubleshooting to client's technical issue needs.
* Recorded problems reported in the Ticketing System, updated tickets with activities and closed tickets with resolution on completion of the job.
* ***Elevated complex and or high priority problems*** to the appropriate support groups for resolution.
* Managed recycling of End of Life equipment and upkept SharePoint and ServiceNow.

**FIBER OPTICS SPECIALIST – LEAD |** J. Carlson Services Inc | 2010 - 2013

* ***Managed field technicians for installations, projects, and maintenance.***
* Facilitated in workforce planning, scheduling, and completion status reporting.
* ***Installed and prepared fiber-splice cases, pedestals, and splicing fibers.***
* Comprehended and interpreted diagrams, drawings and engineering specifications.
* Recommended adjustments to engineering maps and fiber schematics.
* ***Tested and validated fiber projects,*** including use of OTDR and FasTest meters.
* Installed, tested, and troubleshot low voltage electrical equipment.
* Performed low voltage house wiring, terminating ends of cables, and Nid mounting, etc.
* Provided customer assistance in installing and operating equipment as well as prompt service resolving problems.
* ***Planned inventory supply and assisted with workforce management.***

**E D U C A T I O N**

* Minot State University, Minot, ND
* Mesa Ridge High School, Colorado Springs, CO

**CERTIFICATIONS**

* ACMT Apple Certified Macintosh Technician
* Certified Lenovo Technician
* Certified in Comptia A+
* Certified in Convergent Network Technologies (CCNT)

**T E C H N I C A L S K I L LS**

* Analysis & Reporting: Splunk, Tableau, PowerBI, Service Now, Access/SQL
* OnBase Document Management System, ServiceNow, Heat Helpdesk Software
* MIN RES Agent System
* Hardware and O/S troubleshooting and repair
* Office Suite: Word, Excel, PowerPoint, Access, Outlook, also Slack