John Asher

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Summary

Demonstrated career progression in IT support, Process management, Managing Client Relations, Hardware System Configuration and Deployment Services

Work Experience

2009- 2014, 2016-present Dell Technologies Everett, WA

**Field Services Engineer, Site Lead**

* Team lead servicing Boeing Everett Factory IT Service Center, handling a monthly average of ~500 incidents and requests.
* Able to communicate with all levels of customer personnel: frontline workers, management and executives
* Regularly attain monthly Customer Satisfaction (CSAT) higher than 4.52 (90.4%) on 5 point scale.
* High level participation in integration project of Vaught Aircraft with Boeing’s Charleston, SC 787 manufacturing facility; project enabled customer to meet delivery demand and timeline
* Ensure compliance to all customer IT policies and standards while delivering excellent customer service
* Handle customer escalations and drive resolution to customer’s satisfaction
* Applications supported/used: RHEL, Windows 10, Office 2016/365, Active Directory, SMS remote tool, WebEx, NetMeeting, Mozilla, ServiceNow, Remote access tools, Wireless networking/Linksys, Printers/queues, Email and file encryptions, OSI model, HTTP, traceroute, git, bash scripting.
* Hardware supported: Dell and MultiVendor laptops, desktops, VOIP telephony, and cellular phones.

2014-2016 Dell – Boeing Account Everett, WA

**Break fix Operations Manager**

* Responsible for Monthly Service Level Agreement (SLA) achievement greater than 92%
* Maintain month over month Customer Satisfaction (CSAT) scores greater than 90%
* Frontline liaison with Service Delivery Managers for resolution of customer issues for both US and International customer sites
* Produce daily, weekly, monthly reporting used to manage account, Service Level Agreements, performance, and other deliverables; present reporting to customer D-Level executives and Sr. Managers
* Provide operational direction to twenty laptop service centers in client environment, create policy, and enforce adherence to procedure
* Ensure timely delivery of customer repairs in 24/7 manufacturing environment within 10-hour SLA

2006-2009 Unisys – Boeing Account Everett, WA

**Client Field Technical Analyst**

* Assisted with management of Boeing account in North Puget Sound Region.
* Handled all customer relations and technical issues under direction of regional manager
* Average monthly incident and request activity of ~350 tickets per month

2005-2006 Comforce – Boeing Account Bellevue, WA

**Tech Support / Analyst Expediter**

* Assist analysts with process and technical troubleshooting calls
* Supported Customers with all technical support calls (hardware, access administration, UNIX, mainframe, windows, office, applications for entire Boeing Corporation.

Education

1996 Advanced Technical Center Salt Lake City, UT

* Coursework in Microsoft MCSE curriculum with Focus on NT Exchange 5.0
* A+ Certification