**Blake Gregory  
IT Support Analyst / Technician**503-453-4682[**blakeredgreen@gmail.com**](mailto:blakeredgreen@gmail.com)Wilsonville, Oregon. United States.

Starting in a Universal role with job responsibilities involving all avenues of communication with the company (Account Management, Billing, Hardware and Software Support). Was later promoted into a new networking department based on customer satisfaction scores (<92% Positive Review Average) that included the previous job responsibilities in addition to resolution of basic-to-advanced networking issues involving the platform.

Moved on to corporate healthcare application/network/hardware support, applied primarily phone, email, ticket and hardware support/setup in addition to off site business build ups that included in/out of state travel by plane and personal vehicle.

Joined a managed service provider and was part of a team that assisted in on-site program support, end user communication for workstation setups/swaps, and point of contact communication and documentation of changes to their environment. Communicated with engineers during off site build ups and upgrades via phone/remote desktop/chat and assisted in management/changes. Assisted with in/out of state client trips including travel by plane and personal vehicle. As a part of this team we assisted in the development and support of all other teams, which included 100+ client businesses.

**Technical Skills:**

* Active Directory
* Windows XP/2000/Mobile/7/10
* Basic iOS knowledge
* Basic Mobile Android/iOS
* Remote Desktop (RDP, LogMeIn, ConnectWise)
* Edge(IE)/Chrome/Firefox/Safari
* Residential/Corporate Network Support
* Account Management
* Knowledge Base Writing
* Billing Experience
* Hardware Support of Desktop/Laptop/Server

**Soft Skills:**

* 10+ Years Phone/Email/Ticket Support
* Supervisory Experience
* Client/User Facing Support/Communication
* Experience in problem solving on site issues and communicating to other departments.
* History of long term employment and positive feedback from superiors.
* Good Driving Record

**WORK EXPERIENCE  
  
Subway ~ Sherwood, OR**Sandwich Artist **05/2007~07/2010**

**Stream/Convergys ~ Beaverton/Wilsonville, OR  
Corporate Tech Support**  
**IT Analyst Tier 2**

**08/10 – 05/14**

* **Project Highlights**
* Tier 1 Universal Support (Hardware, Software, Billing).
* Escalate issues when needed. Communicate process and procedures.
* Average calls per-day ranged from 10-100+ depending on emerging issues or volunteered overtime.
* High CSAT (Customer Satisfaction) scores above 80% throughout employment.
* Excellent customer rapport.
* After a year of Universal Support was offered a position in a new department (Networking).
* Troubleshoot computers, gaming consoles, home routers and modems for customers.
* Developed training documentation and approved public support forum for company site.
* First call resolution mindset.
* Setup Port Forwarding rules on customer routers
* Used Screen Share programs for customer convenience to run network tests and personally setup connections.
* Call ISPs to resolve hardware failures and communicate network issues on customers’ behalf.
* Scheduled callbacks with customers who didn’t have time to troubleshoot.
* Regularly communicated with Tier 2 management and Tier 3 regarding emerging issues.
* Recognized often for high CSATS and hours worked.
* Helped volunteer to update company systems by moving/setting up new hardware.
* **Technical Environment**
* Software: Internet Explorer, LogMein, Lync 2013, Microsoft Easy Access, Apple Emulation Software.
* Hardware Used: Dell Desktops, Xbox 360, Xbox One, Accessories (Controllers, Headsets, Cables), and various network devices (Modems, Routers, Switches, Adapters, Range Extenders).

**Dignified Pet Services ~ Tualatin, OR**

**Crematory Operator & Driver**

**05/2014 ~ 06/2015**

**Diversified Consultants Inc. ~ Tualatin, OR**

**Collections Agent**

**12/2015 ~ 07/2016**

**Avamere Health Services ~ Wilsonville, OR  
IT Service Desk Analyst**

**11/2016 ~ 09/2019**

* **Project Highlights**
* Provide 1-to-1200+ User Support on a small team involving 3 companies within the Corporation.
* Local, Centralized and Virtual Support.
* Travel in/out of state to provide support on building setups and/or upgrades involving hardware changes as well as communication to new users on programs and tools.
* Helped maintain a 92% Customer Satisfaction Score for Service Desk average and Personal metrics.
* Support Account Management and Communication of Service to 16+ Applications, including EMR (Electronic Medical Records), HR and Accounting related tools.
* Provide communication/support to other IT Departments (Assets, Server, Networking) as well as respond to appropriate outages and service interruptions to local/remote buildings.
* Scheduled On-Call times, typically week long, providing 24-7 support for emergency situations that involve employees not able to complete their duties. Generally around 10-20 additional work hours.
* Self time management for hours worked.
* Remote work involving all of the above when necessary.
* Due to the nature of the environment in healthcare centers proper practices for ensuring end user and personal safety were exercised regularly. This included masks, gloves and sanitation.
* **Technical Environment**
* Software: Windows 7, Windows 10, LogMeIn, RDP, FreshService, Office Suite, Active Directory, Ultipro, various healthcare related programs\*.
* Hardware: Lenovo Desktop/Laptop/Thin/All-in-One, Dell Desktop/Laptop/Thin, HP Desktop/Laptop, VOIP Phone systems, Corporate Network Equipment (Server, Access Points, Switches), Printers.

**Convergence Networks ~ Portland, OR**

**Field Technician**

**09/2019 ~ 12/2020**

* **Project Highlights**
* Part of a small team that assisted with all clients requesting on-site support for end user facing related issues and/or setup of local equipment for upgrades/additions/troubleshooting.
* 3 Seperate teams supporting 30-50 client companies each, in total our team supported close to 100+ companies.
* Generally provided local support (Southern Washington ~ Salem Area) and traveled daily.
* Out of State office upgrades and/or setups for new offices. Traveling by personal vehicle or flying.
* Involved with server upgrades/changes and communicated with Network Administrators regularly.
* Assisted with issues regarding improper documentation and/or requests regarding changes to companies systems/processes.
* Application vetting and upgrade support.
* Self time management for hours worked.
* Remote work involving all of the above, especially post COVID. On site when required.
* Practice of personal/client hygiene and safety during times spent on site. This included masks, gloves, sanitation and ensured proper client practices when necessary.
* **Technical Environment**
* Software: Windows 7/10, Android/iOS, LogMeIn, RDP, ITGlue, ConnectWise, Sterling VOIP, Active Directory, various client-centric programs, Kaseya, Office Suite.
* Hardware: Lenovo Desktop/Laptop/Thin/All-in-One, Dell Desktop/Laptop/Thin, HP Desktop/Laptop, VOIP Phone systems, Corporate Network Equipment (Server, Access Points, Switches), UPS installation/replacement, Security Cameras, Printers.