Brian Magers

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| Personal Statement | Outstanding and caring professional that has strong working experience in customer service and technical analysis fields with moral character and sincere desire to exceed customer expectations and performance goals. | | |
| Skills/Qualities | * Supervisory and management experience * Excellent organizational abilities * Outstanding verbal and written communication skills * Absolutely outstanding record providing excellent customer service in a warm, hospitable tone * Excellent ability to plan work activities while being accurate and thorough * Solid understanding of troubleshooting and debugging informational technology systems and equipment with IT support experience | * Strong team-focused mentality * Outstanding attention to detail * Eagerness and genuine desire to learn new technologies * Very strong experience with office equipment and computers/software such as Word, Outlook, Excel, Windows, and Active Directory * Excellent ability to prioritize and perform multiple tasks concurrently * Good ability to make sound, independent decisions while working under pressure to meet strict timeframes * Prior mechanical repair experience * Safety leadership experience |
| Related Experience | Oct 2019 - Feb 2020 The Meadowglade - Moorpark, CA **Facility** **Manager**  In this role I managed the day to day operations of a live-in facility for individuals with various health issues. Ownership of all invoices and contractual items, accounts payable and receivable. Project supervision and supervision of multiple staff members. Basic to intermediate repairs of grounds and property. Hiring and signing of contracts for vendors. Jan 2019 – Sep 2019 Pro Unlimited - Rocklin, CAHelp Desk Analyst (contract position) I provided technical analysis and solutions using various tools across an enterprise environment. Specifically, I supported various Windows 8 and 10 tablet workstations, POS terminals and registers, various printers, iPods and iPads, telecommunication equipment, servers, controllers, Meraki and Mist wireless network and switches, and many other IT related functions in a high volume inbound call center where I provided outstanding and warm customer service to internal customers. Aug 2016 – Nov 2018 Humboldt County DHHS - Eureka, CA **Eligibility Specialist**  Provided eligibility services and granting of benefits for federal welfare programs in a high volume inbound call center. Performed annual recertifications. Office environment requiring extensive and skilled customer service with varied customer base. Jan 2015 - Aug 2016 Linkus Enterprises - Arcata, CA **Satellite Installation Technician**  Drove company truck and installed satellite systems into customer residences. Ran cabling. Provided outstanding customer experience. Setup and installed dishes to exterior of home and businesses. Went to customer sites to troubleshoot poor reception. Jan 2012 - Jan 2015 Humboldt County DHHS - Eureka, CA **IT Technical Analyst (contract position)**  Provided first tier technical support in high volume call center for over 1100 users.  Primarily troubleshooted various OS based issues in Windows 7 through 10 and Office 2007 through 2013. Used VMware and Active Directory extensively to resolve issues. Had 99% ticket resolution rate, was highest performing technician on team on number of tickets and resolution rate.  Jan 2009 – Jan 2012 Vancouver Housing Authority – Vancouver, WA  **On-Site Housing Coordinator**  Provided day to day operational management of senior citizen apartment community (202 PRAC) including various staff such as maintenance.  Was responsible for leasing apartments and keeping community full. Carried 99% occupancy rate during entire tenure. Created and implemented various marketing programs. Provided outstanding service to internal and external customers. Provided backup mechanical maintenance support. | | |
| Education | Graduated Pierce College, Los Angeles, CA – Journalism Graduated Fort Vancouver High School, Vancouver, WA | | |