# Bryce Thelin

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## Experienced Technical Support Specialist

Skilled problem-solver ▪ High resolution and satisfaction scores ▪ Excellent communication skills

Dedicated IT technician with 22 years of experience in fast-paced, service desk environments assisting users at all levels of technical proficiency and fields of industry. Strong work ethic. Able to expertly identify, troubleshoot, resolve, and document technical issues with software applications, desktop/laptop systems, printers, and peripherals.

## Professional Experience

***Senior Technical Support Specialist*, Autodesk, Portland, Oregon Oct 2011 – Sep 2020**

Provided customer-facing, help desk support for AutoCAD and related CAD software via telephone and email: installations, license, configure, and in-app issues such as crashes, poor performance, file corruption, and bug tracking/testing, individually and in a collaborative team environment.

* Achieved an average of 30 closed tickets per week, double of almost everyone else in the support division. Maintained 20-25 open tickets per day.
* Attained customer satisfaction scores of 95% or higher. Exceeded KPIs month after month.
* Promoted to senior grade level after six months. Onboard and training new team members.
* Edited and organized internal and online knowledgebase documentation, authoring over 600 articles.
* Reviewed and coached a team of 12 on documentation processes following the KCS methodology.
* Coded custom Autohotkey scripts to automate and enhance productivity.
* Winner of "Project Clean Sweep" a four-week company-wide contest in 2015 to clear an excessive backlog of support tickets, logging 50+ hours of overtime.
* Identified an issue where tickets were coming in to the wrong department. Discovered a question was poorly worded on the web form and submitted alternate phrasing to management that fixed the problem.

***Technical Support Specialist*, Stream Global Services, Beaverton, Oregon Aug 1998 – Oct 2011**

Provided hardware/software/network phone and email call center technical support for a variety of professional and consumer software applications and computer equipment from HP (1998), HP-Mac (2002), Adobe (2004), and Autodesk (2008).

* Supported over 80 different product models at one point, at the same time.
* Maintained highest productivity scores while sustaining excellent customer satisfaction ratings.

***Technical Writer*, Intel Corporation, Hillsboro, Oregon July 1996 – Apr 1998**

Designed and compiled technical documentation of product specifications and architectures for ASIC development, doing word processing, creating flow and block diagrams, editing, proofreading, and tracking revisions.

## Education

***Bachelor of Science in Information Technology* – Network and Telecommunications**

University of Phoenix, Hillsboro, Oregon. 3.86 GPA. Courses included System Development Life Cycle, Windows Server (Active Directory), Networking Fundamentals, Telecom, Linux, Visual Basic Programming.

## Skills

* Windows 10, Windows 7, macOS, iOS, MS-DOS.
* Computer hardware installation, upgrading, imaging.
* Basic networking: LAN/WAN, Wi-Fi, TCP/IP, firewall, VPN.
* Remote troubleshooting: TeamViewer, Webex, Skype.
* AutoCAD, InDesign, Acrobat, Microsoft Office, Anti-virus.
* Laser and inkjet printers. JetDirect devices/adapters.
* Batch file and Autohotkey scripting.
* Ticket tracking: Salesforce, Jira.
* Troubleshooting methodology.
* Knowledge Centered Support (KCS) methodology.
* Self-driven. Motivated. Disciplined.
* Efficient. Detail oriented.
* Effective communication: oral, written, listening.
* Patient.

## Honors and Interests

* Autodesk AutoCAD and Adobe InDesign certifications.
* Numerous customer service, quality, and excellence awards.
* National Honor Society throughout high school.
* Eagle Scout.
* Co-produced the role playing game *The World of Synnibarr*.