**Justin Godbey Technical Support** **Professional**

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Highly competent and analytical Information Technology Specialist with extensive experience providing comprehensive helpdesk support while ensuring optimal customer satisfaction. Expertise in systems administration, networking, and computer applications. Technical specialist, skilled in improving connectivity and describing technology benefits while strict deadlines. Possess strong teamwork and customer service skills; innovative problem solving, critical thinking, resource optimization, and decision making abilities. ***Areas of Expertise include:***

|  |  |  |
| --- | --- | --- |
| * Quality Assurance * Software Installations * Systems Design & Integration | * Preventive Maintenance * Field Service * Database Administration | * Technical Troubleshooting * User Training * Network Management |

**Professional Experience**

**OFFICE1** • Downtown, Las Vegas • 2019 to Present

**DCA**

Deliver Tier 2 desktop and laptop support to technical teams for desktop issues. Utilize data in machine learning AI for sales and analytics; effectively communicate with customers in remote scenarios. Supervise a team of four employees for remote network installations of MFP copier equipment to various locations in California and Nevada.

**Key Accomplishments:**

* Deployed company software to thousands of network landscapes and locations across United States.
* Managed 384% database increase and resolved network issues by liaising with enterprise OptiPlex systems.
* Increased CRM by 69% monthly via an integration tool that linked all employers with proprietary software.
* Enhanced data collection up 200% from 2018 and 2019 by deploying proprietary software for data analytics on customers’ networks.
* Installed remote software Connectwise\* on end users’ PCs, MacOS, and phone integration for troubleshooting.

**OFFICE1** • Las Vegas Valley • 2016 to 2019

**Field Service Engineer**

Provided proprietary software support, performed network installations, maintained equipment, and managed costs for non-contract repairs. Ensured accurate diagnosis and swift resolution of common network issues. Scheduled appointments, communicated with customers, and demonstrated time management to them.

**Key Accomplishments:**

* Met or exceeded service team calls per day goals and safe driving habits.
* Ranked as #1 Technician for excellent customer service reviews.

**Education & Certification**

**Associate of General Studies**

College of Southern Nevada (CSN) | Las Vegas, NV | 2016

Ricoh Prestige Circle of Excellence Award - Information Technology 2021

Security +/Network +/A+ CompTIA, 2020

Google IT Professional, Google, 2019