### David A. Borden

Las Vegas, NV 89148 | (702) 827-8323

daborden@gmail.com

##### Helpdesk Technician

**Hardware & Software Expertise | Project Management & Implementation | Customer Service & Support**

Results-driven and certified professional with a strong educational background in personal computer and networking systems, backed by a proven track record of success in solving complex information system problems and driving time/cost savings via creating innovative processes/procedures. Excellent communication and interpersonal skills as a collaborative team player, self-motived independent worker, and experienced project leader with a history of cultivating strong relationships, continually driving value for customer base, and maximizing staff performance through advanced methods of training and development.

Technical proficiency in Windows 10/8/7/Vista/XP/2000/NT/98/95, LAN, WAN, Proxy, TCP/IP, Windows Desktop management in a network environment (to include backup and recovery), MS Office (Word, Excel, Access, PowerPoint

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| * Installation / Modification / Upgrades * Maintenance & Repairs * Troubleshooting * Technical Problem-Solving * Processes & Procedures | * High-Speed Internet/Data Connection * Firmware & Peripheral Equipment * Staff Training & Development * Customized Software Design/Support * Network Security Planning/Implementation | * Operating Systems * Network & Desktop * Productivity Software * Telecommunications * Internet Connectivity |

# Professional Experience

**UPS GBS** (United Parcel Service, Inc. Global Business Support),Las Vegas, NV 2016 – 2019

***Technical Support Center Technician Gen II****, UPS Internal Customer Support Helpdesk*

* **Global Technical Support**: Provided comprehensive technical support on a global scale for 300+ UPS applications and hardware to internal UPS personnel at every level (corporate, sales, office, warehouse, drivers, mechanics, pilots, etc.).
* **Customer Service**: Fielded incoming calls, engaged with customers on a wide range of issues, and resolved 60-70% of issues; for all others, prepared/delivered case escalation to upper-level technicians and dispatched local technicians.
* **Hardware Expertise**: Provided a broad range of hardware support, to include PC’s, laptops, network printers, mobile phones, RSA tokens, and warehouse machinery.
* **Software Expertise**: Provided a broad range of software support, to include Windows, most UPS Internal applications (300+), operating system troubleshooting, network access (including wireless) and user access permissions/passwords.
* **Remote Access**: Initiated access of PC’s, laptops, and servers in providing remote technical support.

***UPS External Customer Technical Support Technician***

* **Technology Acumen & Professional Development**: Completed training in UPS WorldShip shipping software and acquired certification as a WorldShip Certified Technician to provide top-tier support to a large external customer base.
* **Top-Ranking Performance Recognition**: Successfully achieved the ECTS group’s *‘Employee of the Month’* for two consecutive months (January and February 2017).

**Advanced Technology Partners**, KY / TN / CA 2005 – 2015

***Project Manager / Independent Contractor***

* **Technology Expertise & Project Management**: Spearheaded a diverse range of technology advancement projects for T-Mobile corporate stores across Kentucky, Tennessee, and southwest/southern California.
* **Technology Innovation**: Surveyed stores for new rollouts and implementations, PC inventories and upgrades, and company laptop re-imaging; setup/configured new training labs for T- Mobile stores throughout the Southwest, to include desk, PC, printer, and phone setup/configuration.
* **Project Leadership**: Oversaw all aspects of Electrician operations when needed; performed duties in an independent environment and delivered ongoing progress reports with minimal supervision.
* **Technical Auditing**: Performed complex site survey hardware/software/building audits throughout all regions.

Additional Experience

**Campus Desktop Field Support Technician** • UPS Supply Chain Solutions (United Parcel Service, Inc.), Louisville, KY

**Certified Natural Health Professional & Nutritional Consultant** • Nature's Sunshine & ASEA of Utah, Las Vegas, NV

**President** • Thoroughbred Communications, Louisville, KY

**Business Solutions Specialist** • Sprint Business Solutions, Louisville, KY

**Network Administrator / Warranty Manager** • Mareli Development, Louisville, KY

**Corporate Sales Representative** • Computer City, Louisville, KY

# COMPUTER Education & Credentials

MCSE Microsoft Certified Systems Engineer • MCP+I Microsoft Certified Professional Plus Internet

A+ Certification • MCSE & A+ Certifications Training, New Horizons Learning Center, Louisville, KY