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| Maurice Smith  702-208-0932  Mauricesmith92@outlook.com |
| **Summary**  Detail oriented support engineer with managerial experience located in Las Vegas, NV, looking to enhance his IT knowledge. Top notch customer service skills and accustom to high volume call & fast pace working environments. I understand technology comes with frustrations and I try my best to ease those pains and educate the customer at the same time. I’ve had over 10+ years of customer service experience along with my 5+ years in technical support also including lead and management roles. Some of my best talents are being adaptable, team oriented, and a quick learner. Very strong knowledge of a vast variety of computer hardware and software. |

# Experience

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| **NetEffect**  **10/2018 – Present**  **Tier 1 Tech/Tier 1 Team Lead/Technical Account Manager**  Starting position as Tier 1 technician. Which included responsibilities for monitoring and assisting end users, servers, as well as Office 365 administration. Then I was given more responsibilities gradually becoming a Team Lead. Mostly being responsible for assisting new technicians. I also was the bridge for escalations. I would have tickets escalated to myself, then from there determine if the Tier 1 technician can accomplish or if needed to be escalated to Tier 2. Also doing day to day task of managing customer tickets & internal tickets. |
| **Effortless Office**  **8/2015 - 10/2018**  **Help Desk Coordinator/Tier 1 Technician/Support Team Lead**  Originally hired as a Helpdesk Coordinator, I was responsible for assigning tickets in a timely manner and auditing tickets for statistical purposes. Keeping record of the data & presenting them in our weekly meetings to show support progression. Within my first 6 months I was promoted to Tier 1 support handing Remote Desktop support & eventually moved to Support Team Lead. We had well over 100 clients globally in which we support a wide variety of services. Hosting desktops, mailboxes, servers, and phone systems in a cloud-based environment. |

# Skills

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| * Project Management * Solarwinds * Connectwise * Printers/Scanners * Network & Desktop Support | * VMware/VMWare Administration * Windows Server Management * MS Windows OS |
| * Barracuda Products * VOIP (Allworx & Shoretel) | * MS Office 365 & Exchange on Premise Servers * Firewalls (Sonicwall, Fortigate) |

# Career Achievements

•Most positive google customer service reviews in service department by customers showing appreciation for my assistance

•Promoted from multiple times within first year of employment

•Given responsibility of Technical Account Manager for multiple companies