**Dan Pinkney**

Vancouver, Washington

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**Technology Professional**

*Diverse technical career with demonstrated ability to leverage technology throughout the business.*

* **Skilled technical professional** with sound experience analyzing workflows and processes, identifying pain points, and developing simple solutions to complex opportunities.
* **Keenly focused on assessing the needs of the business** to effectively prioritize and execute action plans to achieve goals and objectives.
* **Broad knowledge and success** driving operational excellence optimizing technology throughout all phases of business processes.
* **Skilled leader**; able to multi-task effectively, train and lead people and teams, and maximize the utilization of innovative software and tools.

**Core Competencies:**

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| * + Business Analysis   + Change Management   + Lead Projects   + Budget Oversight | * + Develop and Implement Procedures   + Strategically Manage Software & Hardware   + Problem Resolution / Troubleshooting   + Vendor Management |

**Professional Experience**

**Help Desk Technician** 1/2020 – Current

**US Bank | MRP,** Gresham, OR

*Key Focus:*

* Provide first line of **support and problem resolution** for technology products or applications.
* Respond to inquiries and requests for assistance with organization's computer systems or PCs and **resolve customer inquiries** for one or more products or services.
* **Analyze issues** and determine appropriate technical area or vendor to **resolve problems**.
* Maintain written documentation for each call; escalate issues to the next level of support as required by documented procedure; **communicate efficiently and effectively with customers**.
* **Respond to customer** calls, e-mail, chat, and other request tools for technical support. Display sensitivity to callers' needs and situations.
* Actively use and **update knowledge** of product in order to resolve issues.
* Meet individual and Service Center goals.
* **Mentor team members** to broaden team knowledge and technical skills.

**Owner** 10/2018 – 1/2020

**SortaSmart LLC,** Vancouver, WA

*Key Focus:*

* Home Automation Technology Integrator

**Process Improvement Manager** 7/2018 – 10/2018

**Edge Networks,** Vancouver, WA

*Key Focus:*

* Internal tools review, **CRM tool implementation**, client onboarding
* **Technical staff leadership** - Managing the engineers/techs
* **Policy and Procedure implementation**, employee training, and service delivery expectations
* **Technical Project Management** - Internal and client side
* Internal systems support, administration, and **Customer service**

**Sabbatical** 6/2017 – 7/2018

**Senior Project Manager** | Technical Operations | Asset Management | Vendor Management | Desktop Support Analyst 5/2001 – 6/2017

**NIKE,** Beaverton, OR

*Key Projects:*

* **IT Asset Management**: Centralized over 15 diverse groups and 500 end-users developing and instituting procedures resulting in savings of over $2M in 8 years.
* **Tracked and maintained** software installations, documentation, data, licenses, warranty and maintenance agreements.
* **SharePoint:** Created and deployed a shared site dedicated to addressing the specific needs of groups and expediting the identification, tracking and resolution of issues; site housed articles on Key Business Metrics.
* **Introduced a dedicated CAO technical support line and email address** to facilitate support access. Trained technicians to maximize the experience for the user; readily available to address issues whenever escalated.
* **Oversaw the procurement and installation of Network Video Recorders** andafter analyzation of processes, coordinated delivery and timing issues with respective teams and vendors, and reduced the need to re-ship equipment by ~50%.
* **Planned and supervised a Legal Video Conferencing system build** assessing space and technical needs as well as the expectations of stakeholders and established scheduling with vendors to identify a discreet location to conduct depositions and other proprietary communication.
* **Delivered superior end-user support** to Corporate Headquartered employees addressing issues and responding to computer-related questions and requests.
* **Drove operational excellence** through the utilization of effective processes, tools, equipment and procedures as well as the Remedy Ticketing System, a system designed to enable tracking and identify trends.
* **Decreased user down-time** due to advanced knowledge of hardware.
* **Collaborated with business and technology** groups to address challenging issues.
* **Instrumental team member** deploying Windows 2000 images to entire campus and migrated over 750 of the 5,000+ computers at Global Headquarters.

**Technical Proficiencies**

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| --- | --- |
| **Platforms:** | Windows OS |
| **Tools:** | Microsoft Word, Excel, PowerPoint, Adobe Acrobat |

**Education and Credentials**

**Certifications**

Microsoft Certified Systems Engineer (**MCSE**) 2000; **CompTIA A+**; Microsoft Certified Professional (**MCP**)

**Professional Development Courses**

ACS Lean Six Sigma Green Belt; Acrobat 6 Standard; Adobe Illustrator CS3; Custom XP Profession; Difficult Interactions; Local Laws, Fair Dealing, FCPA, Conflicts; MS SharePoint 2007 Site Collection Administrator; Office 2003, New Features; Privacy, Intellectual Property, Conflicts of Interest, Anti-Corruption; Strategic Thinking; Stress Management