**MIESZKO B. KRUSZEWSKI**

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**IT HELPDESK SUPPORT TECHNICIAN**

A diligent, analytical, and customer-centric professional with a comprehensive background in IT (Information Technology) helpdesk support and customer service. Twenty years of customer service experience complemented by fifteen years of IT support experience. Analytical expertise in evaluating complex technical problems and executing prompt resolutions in person and via phone, email, and remote software. Excellent interpersonal skills, with proficiency in engaging with an extensive customer base, building customer relationships, and ensuring consistent satisfaction. Recipient of awards for the consistent delivery of exemplary customer service.

**AREAS OF EXPERTISE**

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| --- | --- | --- |
| * Helpdesk Support * Hardware/Software Repairs * Deployments & Installations * Diagnosis & Troubleshooting * WIN OS (XP, 7, 8, 10) | Customer Service  Phone/Email & Remote Support  Staff Hiring & Scheduling  Customer Education | Public Relations  Budgeting  Inventory Management  Time Management  AV Support and Installs |

**PROFESSIONAL EXPERIENCE**

**Microsoft – Xbox – 343 Industries (via HiTech Talents) Seattle, WA 2020 - 2021 (Dec - Present)**

***IT Helpdesk Manager***

*Managed Helpdesk for 343 Industries, Xbox Studio Software Developer for Microsoft*

* Supported internally developed tools and third-party software development applications such as: Maya, Faber, Trojan Manager, Xbox Game Development Kit, PEST, 343 Deploy, GetBuilds, Azure Copy, Client Manager, Tag Daemon, Ticket Track, Perforce, SV4, Shiva, MSFT VPN, 343 VPN, Global Protect
* Utilized: MS TEAMS, Outlook, Azure DevOps, Power Point, Excel, Word, Edge, VPN, MS Authenticator
* Developed 343 IT Helpdesk support protocols for service and resolution
* Managed resolution of technical issues on a daily basis for both leadership as well as mid management and Tier 3 engineers and developers
* Managed scheduling for team of analysts
* Managed resolution of user bugs and automatic farm bugs in software development
* Coordinated meetings with other teams to grow helpdesk responsibilities and impact
* Tested and provided feedback on upcoming major studio releases
* Supported, managed, and coordinated with both remote and onsite personnel
* COVID safety measures proficient

**Homesite Insurance (via Execu Search) Seattle, WA 2020 (8 months: Jan - Sep)**

***Senior Tech Support Analyst for Homesite Seattle Office Branch***

*Managed Tech Support needs for Seattle Leadership and all Seattle area company users*

* Supported AV installation/upgrade of ZOOM Room Meeting Software and Hardware for entire Seattle office (6 rooms, 1 executive suite)
* Developed Seattle Office tech support protocols for service and resolution
* Resolved technical issues on a daily basis for both leadership as well as mid management and Tier 3 engineers and developers
* Employed daily use of MS Office, Teams, SLACK, Footprints, BOMGAR, Mobile Iron, VM, Meraki Console, GENESYS, Service Now Ticketing
* Resolved issues with mobile devices, both iOS and Android OS
* Trained new hires for the Service Desk and Tech Support teams, and guided toward excellence in service and career development

**Tableau Software, Kirkland, WA 2019 – 2020 (2 months: Nov – Jan)**

***Technical Support Engineer***

*Provided technical support and customer service for enterprise licensees*

* Responsible for technical troubleshooting of enterprise level subscribers
* Rendered set up and calibration support of company data analysis software
* Offered sterling customer service aimed at superior client satisfaction
* Educated clients and team mates on autonomous excellence and use of software from several training programs and boot camps

**Google (via EPAM), Fremont, WA 2019 (3 months: Aug - Nov)**

***Cloud Administrator***

*Provided assistance and support for client inquiries on billing trials and account issues.*

* Asked necessary questions in order to identify customer's issues, determine root cause, and provide resolution
* Handled escalations from customers and leads to satisfactory resolutions
* Consulted with senior agents and subject matter experts (SME) to accelerate problem resolution
* Co-worked with technical support agents to resolve issues that involved technical investigations
* Routed cases to appropriate support teams as necessary (bugs, licensing, billing, recovery, etc.)
* cooperated on cases in other geographical regions to provide around-the-clock issue resolutions
* Followed communication guidelines and security policies when communicating with customers

**Seattle Genetics (via APEX), Bothell, WA 2019 (2 months: Jun - Aug)**

***Tech Support***

*Tracked client technology assists and peripherals; and swapped out assets.*

* Supported laptops and desktops on Win7 and Win10, iPhone, and iPad Pro.
* Additional technical problem troubleshooting and resolution for hardware and software as assigned.
* Coordinated and improved inflow/outflow of managed IT hardware assets delivered to and received from business, ensuring hardware asset tracking system data was reliable, then prepared for audit and Lifecycle Management.
* Collaborated with Support and Engineering to test and deploy approved OS images to assets.
* Maintained all approved Client Technology specifications and ensured they were added to the network in a timely fashion.
* Deployed desktops/laptops to new users and assisted them fully with onboarding and set up to their new role and equipment.
* Additional Software Supported: ZOOM, Shoretel, Outlook for MAC, MS Teams, Go To Assist
* Installed, tested and configured new workstations, peripheral equipment and required software for deployment throughout the organization
* Maintained inventory of all equipment needed to support ongoing operations
* Managed new PC setup and deployment using standard hardware, images and software
* Maintained Active Directory
* Performed timely workstation hardware and software upgrades as needed
* Well versed in use of Microsoft suite of products

**APFM (A Place For Mom), Seattle, WA 2017 – 2019 (Nov - May)**

***Tech Support****Responsible for troubleshooting and resolution of technical issues for over 500 remote and international users and around 100 on-site corporate staff in downtown headquarters.*

* Responsible for inbound calls from internal corporate clients, both national and international
* Resolved client account access, creation, maintenance, and security
* First level response to client project requests and technical emergencies
* Delegation of higher tier case resolutions to appropriate support teams and providing initial support analysis of customer needs for higher tier support groups
* Maintaining efficiency in supporting operating systems and modern software applications (Mobile Iron, Salesforce, Five9, RingCentral, YGL, Power Shell, Active Directory, MS Office: Word, Excel, OneNote, Outlook, Internet Explorer, as well as Adobe Acrobat/Reader, WIN OS (XP, 7, 8, 10) , MAC OS (OSX, Leopard, Mountain Lion)
* Comprehensive execution and maintenance of remote access and communication software such as SKYPE, Bomgar, SupportEm, Remote Desktop Access, Citrix, VMWare, OneDrive, and C Share
* Technical support for smart devices like iPhone, iPad, Android, Surface Pro, and Elitebooks
* Maintaining strict call center statistics for call time, break adherence, case count, and availability

**LIBERTY MUTUAL, Seattle, WA 2016 – 2017 (Sep – Mar)**

***IT Helpdesk Technician and Customer Service***

*Responsible for troubleshooting and resolution of over 200 software applications in a remote support environment*

* Responded to inbound calls from internal corporate clients, both national and international
* Tasked with providing multiple stage resolutions involving hardware and software
* Resolved client account access, creation, maintenance, and security
* First level response to client project requests and technical emergencies
* Delegation of higher tier case resolutions to appropriate support teams and providing initial support analysis of customer needs for higher tier support groups
* Maintaining efficiency in moving from mainframe programs to modern software applications (LRAM, Zephyr, MS Office: Word, Excel, OneNote, Outlook, Internet Explorer, as well as Adobe Acrobat/Reader, WIN OS (XP, 7, 8, 10) , MAC OS (OSX, Leopard, Mountain Lion)
* Comprehensive execution and maintenance of remote access and communication software such as SKYPE, Bomgar, SupportEm, Remote Desktop Access, Citrix, VMWare, OneDrive, and C Share
* Technical support for smart devices like iPhone, iPad, Android, Surface Pro, and Elitebooks
* Administration of Two Factor Security / RSA Token Technologies and error resolution and updates
* Maintaining strict call center statistics for call time, break adherence, case count, and availability

**GREENRIVER COLLEGE, Auburn, WA 2007 – 2016 (Apr – Sep)**

***IT Desktop Service and IT Helpdesk Support Technician***

*Responsible for diagnosing and repairing a diverse multitude of complex hardware and software issues*

* Interfaced with customers and comprehensively evaluated their technical problems
* Provided A/V tech support to facilitate conferences as well as setup/booking of rooms and testing, operation, and retiring of AV equipment (display devices, projectors, Crestron, Skype, WebX, GOTO Meeting, VTC, etc.)
* Familiar with Extron/Crestron Scalar, Mitsubishi, Epson, Canon brand projector software and hardware, setup and installation
* Delivered prompt resolutions to diverse technical problems via phone, email, remote software, and on site desktop service in person
* Contributed to software and hardware deployments and installations on multiple campuses
* Maintaining efficiency in software applications such as MS Office 2007-2013: Word, Excel, OneNote, Outlook, Internet Explorer 7-11, Google Chrome, Firefox, as well as Adobe Acrobat/Reader, Photoshop, WIN OS (XP, 7, 8, 10) , MAC OS (OSX, Leopard, Mountain Lion)
* Earned consistent recognition through frequent awards for delivering stellar customer service
* Delegated projects and assignments to student technicians for edification and work efficiency
* Processed inventory for scrap and surplus storage for state and federal reclamation services

**PITEK ENTERPRISES, Auburn, WA 2004 – 2006 (Jan – Apr)**

***Associate Custodian Services***

*Responsible for all aspects of public relations, budgeting, scheduling, staff hiring, and inventory control*

*OTHER NOTABLE COMPANY EXPERIENCE:*

**VERIZON WIRELESS,** California(10 years)

**Customer Tech Support and sales in corporate call center environment**

*Responsible for customer billing, mobile tech support, and national corporate accounts*

**BLUE SHIELD OF CA,** California(2 years)

**Customer Billing and Medical plan advisory in corporate call center environment**

*Responsible for customer billing and advising on medical plan coverage and choice*

**COST PLUS WORLD MARKET,** Wisconsin (2 years)

**Associate Cashier and Junior Management Duties in retail store environment**

*Responsible for cashiering, stocking, seasonal marketing, and management*

**EDUCATION**

**Associate of Applied Science: Information Assurance**, Greenriver College, Auburn, WA

**Bachelor of Applied Science: Information Security** (*currently in progress*), Greenriver College, Auburn, WA

**LANGUAGE PROFICIENCY**  
  
English, Polish, and German