**Johnathan Beck**

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**Technical Support Specialist** delivering technology solutions and customer service.

IT professional with five years of desktop technical support, training and customer service in various industries. Strong analytical skills with proven effective and accurate logical problem-solving ability, including thinking outside the box. Excels at multi-tasking in a fast-paced production environment requiring management through prioritization, making on the fly decisions, and follow through. Able to connect with both technical and non-technical individuals to discover solutions.

**Skills**

**Software:** Microsoft Office Suite, ServiceNow!, ConnectWise, Remote Server Administration Tools, DameWare, Remote desktop Manager

**Hardware:** PCs (desktops, laptops, tablets, thin clients), Printers, Barcode scanners

**Operating Systems:** Windows

**Experience With**

**Software:** VMware vSphere and ESXi 5.5, Hyper-V, SharePoint, ManageEngine Service Desk, Office 365, Remedy ISTM, SCCM, Control Center, AutoTask, SolarWinds N-Central

**Hardware:** Servers, Mobile phones, Cisco switches

**Networks:** TCP/IP networks, VPN, wireless

**Operating Systems:** Windows Server, Linux

**Career Achievements**

Assisted with two domain migrations of all TE Connectivity site servers and clients under my charge in a span of 18 months.

Converted all virtual and physical TE Connectivity site machines from Hyper-V to VMware in a span of two months.

Created a digital entry platform for the TE Connectivity MRB cage log in SharePoint that provided an easy and reliable way to log customer returned material and to search the logs eliminating waste and errors.

Implemented a Raspberry Pi solution for TE Connectivity site production schedule boards saving the company 80% in costs and reduced downtime by 50%.

Acquired a 4.49 out of a 5 in TE Connectivity customer survey scores with 300+ tickets processed from October 2017 to May 2018.

Located all Oregon State Hospital printers and updated the master printer list on a 430-acre multi-building campus in 20-man hours to make sure all printers were accounted for when they need to be moved.

Transitioned Silver Falls Dermatology from all-in-ones to a traditional desktop monitor system, saving $385 per unit.

**Professional Experience**

**Robert Half Technology,** Portland OR **September 2019 - Present**

**Onsite Support Engineer – True North ITG** September 2019 – May 2020

Tier 2 onsite and remote desktop support for Silver Falls Dermatology in Oregon and Washington.

Developed and maintained technical knowledge Silver Falls Dermatology environment.

Performed regular, proactive service implementing best practices and standards.

Minimized reactive issues through understanding and accurately applying existing proactive services.

Drove the technical relationship with the client.

Provided remote support when not engaged in on-site appointments.

Managed and maintained up-to-date client documentation.

Improved customer service, perception, and satisfaction.

Escalated service issues that cannot be completed within agreed-upon service levels.

Developed business awareness with Silver Falls Dermatology and how IT relates to their business strategy and goals.

Documented internal processes and procedures related to duties and responsibilities.

Entered all work time and expenses in the ticketing system as they occur.

Troubleshooted Silver Falls Dermatology on prem Microsoft Exchange 2013 environment.

Diagnosed initial network issues and performed basic troubleshooting on Silver Falls Dermatology Meraki network.

Troubleshooted and managed all workstations.

Reviewed IT publications and online materials to remain up to date with current and future technologies emerging in the industry.

**YRCW,** Tualatin, OR **October 2018 – August 2019**

**IT Support Analyst – Contract**

Tier 2 desktop support for the Reddaway LTL opco through a mix of phone, e-mail, tickets, and desk-side service.

Managed tickets and escalated tickets to appropriate IT personnel.

Analyzed and resolved customer issues and IT systems using both hands on and remote tools.

Utilized effective communication and intermediate technical skills to ensure timely and effective resolution of complex incidents and requests.

Updated and replaced desktop hardware components as needed.

Prepared, installed, and supported computer equipment such as desktops, laptops, tablets, and thin clients.

Advocated for the customer ensuring proper focus is maintained and attention brought to customer needs.

Managed corporate mobile accounts and troubleshoot Apple iPhone and Samsung Galaxy series phones.

Composed and maintained documentation for site IT operations and support.

**TE Connectivity,** Tualatin, OR **October 2014 – May 2018**

**IT Operations Support 2**

Tier 2 desktop and back-end support in an FDA regulated manufacturing environment through a mix of phone, e-mail, tickets, and desk-side service.

Managed tickets and escalated tickets to appropriate IT personnel.

Analyzed and resolved customer issues and IT systems using both hands on and remote tools.

Updated and replaced desktop hardware components as needed.

Prepared, installed, deployed, and supported computer equipment such as desktops, laptops, and tablets.

Performed basic system administration for VMware and Hyper-V physical and virtual server infrastructure.

Created and maintained objects in the local Active directory such as user accounts, computers, groups, OUs, and GPOs.

Performed basic network troubleshooting and administration.

Assisted engineers with the support of manufacturing and production systems.

Composed and maintained documentation for site IT operations and support.

Documented and maintained hardware inventory.

Performed scheduled preventative maintenance tasks on servers and endpoint devices.

Trained customers on products and features in the IT environment.

Managed local licenses for software and renewed licenses when necessary.

Worked with global IT staff on short-term and long-term projects.

Provided Office 365 support by assigning O365 E3 licenses to users, provisioned exchange online mailboxes to users, and troubleshooting individual Office suite applications.

Made suggestions for improvements of IT related systems.

**Education**

**Bachelors of Science - Information Systems**

Western Oregon University 2014

Magna cum Laude

**Certification**

CompTIA A+ IT Technician GFL