**Information Technologies**

* Technology specialist versed in Information Technologies with a remarkable skill for customer service.
* Desktop Support Specialist with developed leadership skills in break-fix and managed services.
* Effective IT manager capable of inspiring a collaborative effort adhering to strict timelines.

**Education**

Louisiana State University Shreveport, Shreveport LA

BS – Computer Science 2008-2012

Institute of Technology, Clovis, CA

Computer Service Technician 1999-2000

Network Systems Engineer 2000-2001

**Certification**

CompTIA A+ and Network+

**Competencies**

* Network hardware and software installation, DNS/DHCP, IP Routing, CLI and support applications
* Project Management, Customer Service, Production Reporting, and Metric Monitoring
* Advanced analytical and communication skills, written and oral with an eye for detail

**Experience**

Customer Service Supervisor — GDIT Bossier City, LA

* Maintain a dependable presence at my workplace to be available and help resolve service needs as quickly and professionally as possible
* Multi-task over several mediums simultaneously via phone, Zoom, Microsoft Teams, Skype, and email to deliver fast-paced service
* Supervise agents providing IT support to the Veterans Affairs ensuring the technology systems that our veteran’s healthcare providers rely on are operational
* Manage agent attendance, schedule adherence, customer service, and call handling time
* Develop agents by mentoring through stretch goals to motivate to excellence
* Communicate with operations, workforce, quality, and human resources management daily to facilitate a congruent team effort
* Directly supervise up to 35 agents (currently 20:1), co-direct up to 200 at peak
* Track and analyze agent performance conducting bi-monthly coaching sessions and monthly team meetings to prioritize responsibilities
* Run constant support to agents on live calls with VA employees to assist with quickly identifying issues, prioritizing tasks, and escalating to internal management when necessary
* Assist team to manage call volume, customer handling, and metric achievements
* Work in Active Directory, Citrix, Wireshark, Nmap, CLI, and various resources to troubleshoot Group Policy, DNS, DHCP, IP Routing and Subnet masking
* Verify ticket accuracy and complete documentation to identify problem areas and route to correct escalation teams avoiding service delays
* Prioritize the escalation of service requests based on the troubleshooting steps taken and the knowledge base instruction in Service Now
* Assign tickets to daily ticket processing groups while providing direction and guidance to the assigning agents to ensure process flow
* Work remotely and maintain agents connectivity needs to ensure they fulfill commitments
* Available to respond 24x7x365

Field Tech — CompuCom, Tewksbury, MA

* Directed and trained technicians in the field to provide troubleshooting and professional assistance to retail establishments
* Provided problem resolution for on-site customer service employees ensuring that all equipment connects to the network and functions properly
* Analyzed and resolved end-user hardware and software issues expediently to minimize disruption of service to the customer
* Replaced POS equipment, network switches, wireless access points, signal repeaters, Cat5 and fiber cabling, RAID active hard drives, POE devices, and network equipment
* Responded to service requests through Service Now often seeking solutions to issues that previous technicians may have overlooked
* Escalated tickets in Service Now to next-level tiers when immediate solutions were not possible
* Accurately recorded, updated, and documented the status on requests and incidents to keep all phases of resolution informed
* Ensured necessary updates and patches were routinely applied to maintain vendor software and keep systems in an operational state
* Completed system reimage and server installs complete with final updates before signing off on service completion records
* Roll-out project to upgrade Windows laptops for a national insurance provider including verification of successful connection to Windows network
* Utilized system logs to evaluate performance, compliance, and security adherence
* Lead team communicating with field agents, home office, and clients to schedule completed self-managed installations with production reporting

Customer Support — US SUPPORT CO, Shreveport, LA

* Accepted inbound customer calls to provide technical support and billing assistance for cell phone consumers
* Offered advice, training, and consultation to technically advanced as well as lower skilled users
* Engaged in research to bring the most pertinent solutions to consumers utilizing internal knowledge base resources and internet search utilities
* Completed outbound calls for follow-up support and update users on new options found through various searches
* Conducted support using multi-line phone, company software, and client notes

Field Tech — CTT COMPUTER SERVICES, Clovis, CA

* Procured and installed Microsoft servers and workstations running Microsoft Windows, Office and propriety production software
* Configured TCP/IP based networks complete with DNS and DHCP servers and domain controllers, Active Directory forests and Group Policy objects
* Repaired and upgraded desktops, servers, and laptops
* Completed network reimage installs using Remote installation Services and internal pre-compiled installation disks
* Installed Ethernet and Wi-Fi networks including VPN tunneling
* Configured routers and firewalls to facilitate connectivity and network operations
* Setup RAID 3 servers and Implemented backup solutions
* Communicated with customers during delivery, installation, and routine maintenance visits to gage customer satisfaction
* Developed, coded, and programmed custom websites and web applications in CSS, HTML, DHTML, and SQL to help clients increase sales online
* Volunteered training classes to users for clients to ensure stability and functionality of the networks I installed