**Richard Case**

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**Technical Support Specialist**

IT professional with experience in providing desktop application support, mobile device support, Salesforce support to company sales team and customer service team working at call centers.

Excellent verbal written communication skills. Known for resolving and escalating issues, with a track record of handling calls quickly and efficiently.

Business Analysis | Requirements Gathering | Business Process

Training and Coaching | Mentoring | Technical Issues

Sales and Customer Support | Help Desk Experience | Advanced Excel

**Professional Experience**

**McKesson,** **Jacksonville, FL February 2013 – September 2020**

**Salesforce Admin – Tier 1 Support**

Providing technical assistance and support related to computer systems, hardware, or software for the Company’s 1200+ sales force. Respond to queries, run diagnostic programs, isolate the problem, and determine and implement a solution.

• Troubleshooting – Provided one-on-one support and training for new and existing employees with Windows 7 and 10, Salesforce, Microsoft Office 365 applications.

• Salesforce Administration – Provided Tier 1 Support, Excellent communication skills supporting customers user logins and permissions issues. Recognized for troubleshooting and routing case issues minimizing downtime for end users.

• Sales Team Automation Tool (STAT) – Provided administrative support to sales team to ensure trouble free operations related to pricing, reporting, and compensation tools within the proprietary pricing engine known as STAT.

**PSS World Medical, Jacksonville, FL August 2011 - February 2013**

**IT Technical Support / Application Support**

Technical Support Specialist providing technical assistance and support related to computer systems, hardware, or software for the Company’s 800+ sales teams. Software was proprietary software.

* Upgraded and deployed Windows 7 for 200+ desktop computers to branches across the country

• Provided IT support to more the 2,000 personnel at more than 50 branches across the country resolving common and uncommon issues with computing and peripheral devices.

• Diagnose troubleshoot and resolve a range of software, hardware and connectivity issues. Excel at asking probing questions and researching analyzing and rectifying problems.

• Remotely resolve issues and install via remote Desktop Connection, Lync meeting all timelines and deadlines

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**U.S. Security Associates, Inc, Jacksonville, FL June 2009 – August 2011**

**Security Guard**

Patrolled assigned areas on foot or in a vehicle to ensure personal, building, and equipment security.

• Examined doors, windows, and gates to determine that they are secure.

• Informed and warned violators of rule infractions, such as loitering, smoking, or carrying forbidden articles.

• Provided escort services for visitors, students, staff, faculty and individuals responsible for transportation of monies to or from Store House's depositories as required.

• Provided public assistance, including lockout services and information.

**AFLAC, Jacksonville, FL** **September 2008 – June 2009**

**Insurance Sales Agent**

Sell various types of insurance policies to businesses and individuals on behalf of Aflac Insurance, including life, medical and dental insurance and specialized policies such as cancer, disability.

• Interviewed prospective clients to obtain data about financial resources and needs, the physical condition of the person to be insured and to discuss any existing coverage.

• Explained features, advantages and disadvantages of various policies to promote sale of insurance plans.

• Calculated premiums and established payment method.

**United States Navy** **February 1987 – September 2008**

**Chief Petty Officer**

Provided technical support for Naval Computer Help Desk and managed over 450 trouble calls monthly.

• Troubleshot and resolved connectivity, pc problems and provide new user training.

• Leading Chief guiding 24 Food service personnel in the daily production of over 750 meals daily.

• Operated and managed Navy living quarters at Naval Air Station Whidbey for 1200 Navy personnel, maintained housing facilities. Staffed 5 reception facilities and provided housekeeping services for 13 Barracks housing units.

• Implemented and trained 12 personnel to install card key door locks saving the Navy over $15000 in installation fees.

**Education**

**Bachelor of Science**, Information Systems Security, ITT Technical Institute-Jacksonville, 2016

**Certificates**

MTA: Windows Operating System Fundamentals Issuing authority Microsoft

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