**JOHN SCHAFFER**

11050 Paine Field Way, Everett, W A 98204

Ph: 206-240-7974 - jonathansschaffer@gmail.com

**Professional Summary**

Accomplished and energetic Technical Support Analyst with extensive experience ( tiers 1-3 ) supporting Microsoft and Apple products at all business levels from onsite and remote support of retail and restaurant locations to head office staff including executives at the highest level. Experienced with workstation and server support, mobile support, VPN, audio visual etc.

ServiceNow admin with a solid history of achievement in direct and remote support for all levels of organization employees for break/fix incidents, projects, and customization.

Strong skills in critical thinking and troubleshooting, professional customer service, and thinking "outside the box" to implement solutions.

**Skills**

Active Directory

Adobe – Acrobat, Illustrator, Photoshop

Apple IOS

Apple OSX

Android

Audio / Visual support

Azure Cloud Services

Cisco

Citrix

Javascript ( Expert experience with Javascript in ServiceNow administration )

Linux ( as user )

Meraki

Microsoft Imaging - MDT, SCCM, Sysprep

Microsoft Office 2003, 2007, 2010, 2016, O365

PC hardware support – desktop, laptop

PowerShell

Retail / Restaurant POS

ServiceNow Administrator ( including, but not limited to all instance maintenance, development, break / fix, 3rd party integration, feature requests ,and other customizations using all of the core modules such as CMDB, Workflows, Service Catalog, Service Portal, Incident Management, Change Management, Knowledge Base, Problem Management, and Reporting )

Sharepoint

Solarwinds

Web – HTML, CSS, PHP, MYSQL, Apache

Windows 2000, XP, 7, 10, 11

Windows Server 2008, 2012, 2016, 2019

WVD

VBS

VPN

**Experience**

***Rave Support Engineer March 2020*-*Present***

***Allyis on behalf of Microsoft* - *Kirkland*, *WA***

Providing remote technical support for to internal user for Microsoft’s RaveDesk; a primary application used by Microsoft’s Customer Service agents worldwide. Triaged and resolved application bugs, access to the application and related tools such as WVD / AVD platforms migrated users, migrated users to the application and managed user permissions to the applications and related tools.

***Azure Support Engineer Jul 2018*-*January 2020***

***Mindtree on behalf of Microsoft* - *Redmond*, *WA***

Providing remote technical support for Microsoft’s Azure cloud services. Primarily troubleshooting virtual machines and virtual networks. Guiding customers through the resolution of their Azure resource issues and providing how-to and architecture guidance. Primarily using Microsoft custom tools and Powershell.

***Senior Technical Support Analyst / ServiceNow Administrator Apr 2007*-*Jun 2018***

***Tommy Bahama Corporate Office* - *Seattle*, *WA***

Providing in-person and remote Tier 2 and Tier 3 technical support and light system admin duties for the corporate offices ( 300 and executives ), and 150 retail stores and restaurants. Primary ServiceNow admin for company for the last four years. Experience included ( in person and remote ):

Windows 200, XP, 7, 10, Server 2003, 2008, 2012, 2016, Office 2003; 2010; 2016; 365, Apple OSX, Apple Mail, Outlook for Mac, Printer, audio video, meeting support, Citrix, Cisco, Meraki, Solarwinds, Built company wide workstation imaging process, Built company wide employee onboarding process for new accounts, provided support for mobile devices, from app configuration such as email and VPN, OS updates, and troubleshooting. This included Apple, Android, and Windows.

Primary day to day break/fix ServiceNow Admin. Primary day to day ServiceNow Admin for creating Service Catalog. offerings, task templates, instance layout and customization. Extensive experience with the ServiceNow platform from managing Users, Groups and Assets; LDAP configuration; Version management, custom HR, Finance, and IT projects using Inbound Actions, Import Sets and Workflows. Extensive experience using Javascript and Powershell scripting. Managed LDAP user and group integration with Active Directory. Created automated onboard and exiting user processes using Inbound actions, Import Sets, Script Includes, and Workflows. Integrated ServiceNow with workstation imaging process for asset reporting and management. Managed Servicenow version upgrades, overseeing the Service Desk for testing processes. Managed update sets between Production, Development, and Testing instances. Experience included ( in person and remote ): Experience with but not limited to the following modules: Incident, Problem, Change, Assets, CMDB, Service Catalog, Email, User and Group Admin, Scripting, Reports, Projects, Survey, LDAP, Workflows, Workday, Import Sets, Update Sets

***Technical Support Analyst Jun 2005*-*Apr 2007***

***Avvanta* - *Bellevue*, *WA***

Provided remote technical support over phone and email for home and small business internet access customers. Experience included:

Internet connectivity troubleshooting ( DSL ), Email troubleshooting, Domain registration setup and troubleshooting, Web hosting setup and troubleshooting

**Education**

*New Horizons LLC* - *Redmond*, *WA - Jun 2006*

*Microsoft Certified Professional*

*High School Diploma*

*Canyon High School* - *Anaheim*, *CA - Jun 1991*