**Rance Glasper**

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**IT Support Specialist**

*Desktop Support • IT Support • Customer Service*

Results driven IT professional with 20+ years of experience supporting hardware and software at Fortune 500 companies. Leverage technical expertise to provide high quality customer service. Proven success implementing cost-saving and time-saving processes that enhance quality and efficiency.

**Core Competencies**

Technical Support • Building & Imaging • Hardware & Software Installation & Configuration • Onboarding & Offboarding

System Rebuilds • Troubleshooting • Computer Networking • Network Support • Solution Development

**Professional Experience**

Walt Disney World | Seattle, WA | 2005-2020

**Sr. End User Analyst- IT Support**,2006-2020

**Desktop Support**,2005-2006

* Resolved helpdesk tickets for 1,500 users for simple to complex issues on standard/non-standard district technology including network-based computer systems, software, meeting room hardware, and instructional and business system technology.
* Onboarded, offboarded, created new user accounts, and oversaw large moves throughout the building.
* Installed, removed, repaired, upgraded, and configured hardware and software on end-user systems.
* Proactively resolved customer issues about equipment and software remotely and recorded incidents and resolutions.
* Identified, analyzed, and fixed technical problems while determining ways to improve efficiency.

*Key Accomplishments*

* Created a new process to improve efficiency on building and imaging new laptop and desktop computers for employees throughout the organization, conserving hundreds of hours in production time.
* Implemented video teleconferencing using Mac Mini’s, saving over $100,000 a year in meeting expenses.
* Migrated 2,500 employees to upgraded Windows software with minimal user impact.

Boeing | Seattle, WA | 1996-2003

**IT Support Specialist**

* Provided technical support for over 1,500 employees on issues ranging from data closet to desktop.
* Stayed up to date on industry trends and product knowledge to resolve technical issues.
* Installed, removed, and repaired software on standard and non-standard technology.
* Conducted Anti-Virus monitoring, wiped infected computers, and reimaged computers that could not be cleaned.

**Education**

**BS in Industrial Safety**, Central Missouri State University, Warrensburg, MO

**Technical Skills**

VoIP, Active Directory, Microsoft Windows Server, Microsoft Office, MAC OSX, Windows 10 & 7, LAN, Wireless Access Point (WAP)