|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| Jasmine Ware |  |  | |  |
| (702) 449-2916 | jware323@gmail.com | | Las Vegas, NV 89149 | |

**Colaborative**

**Self-motivated**

**Communicative**

**Dedicated**

## HIGHLIGHTS

* I have over 15 years of experience in Computer Technician, Systems Administrator, & Support Specialist roles serving both in-house & external client technical support needs remotely & on-site.
* I’m not your traditional technician that wants to grumble in a dark corner by themselves. I know how to talk to both computers and people. I’ve won public awards for my exceptional service.
* I enjoy being part of a team. I have trained, supervised, dispatched, and can pitch in where needed.
* I am an experienced in troubleshooting computer, network, and server issues.
* I have used many ticketing systems and strongly believe in the value of good documentation.

**Resourceful**

**Adaptable**

**Perseverant**

**Detailed**

## CERTIFICATION & EDUCATION

* Microsoft MCTS Server 2008
* CompTIA A+ Certification
* CompTIA Network+ Certification
* VMWare Certification
* Bachelor of Arts in Telecommunications, California State University
* Asher College IT Career Training Program
* Computer Careers Academy Certificate
* Multiple leadership & customer Service seminars & webinars from Fred Pryor

## WORK EXPERIENCE

**IT Desktop Support Specialist, Everise 2/2020 – Current**

Help to manage and train a team of on-site technical support staff based in the primer site for C3 Customer Contact Channels. Continually handle the on-going technical support and troubleshooting for, not only, more that 500 Agents and Champions that tethered to the Las Vegas site, but to the 5,000+ Agents, Champions, and Operational Staff around the country remotely. Provision Avaya hard phones and softphones for both on-site and work at home use. Train agents on set up and installation of technical equipment remotely in order for them to work from home. Image and configure a high-volume of computers for End Users for multiple lines of businesses that use both PC and Mac OS. Troubleshoot both hardware and software by repairing or replacing equipment to resolve issues in a timely manner. Resolve LAN/WAN issues for on site as well as VPN issues for Work at Home end users. Collaborate with the technical staff both on-site and nationwide to quickly find resolutions so that Agents and Champions can reach and exceed the goals for all lines of business

**Senior On-Site Helpdesk Support, Customer Connexx 10/ 2018 – 02/2020**

Managed and resolved all user software and hardware issues as efficiently and as effectively as possible for the call center consisting of more than 90 users. Networked and supported all printers for the call center. Provided technical support and system resolutions for the Call Center Director and the administrative staff for both Customer Connexx and Arca Inc. Managed the Five9 Softphone system along with the Five9 Contact Manager. Implemented the Preview Dialer for all outbound customer programs. Handled troubleshooting user phone, script, system compliance, and account issues. Setup and imaged new PC’s. Setup and troubleshot Active Directory, Exchange and Office 365 accounts for new and current users. Managed multiple projects for Five9 and other proprietary software (Cold Fusion/ATO). Resolved LAN/WAN issues for the call center. Managed switches, routers, CAT6 drop points, punch downs, WIFIi and endpoint to endpoint connections. Managed all day to day issues with the IT staff in Minnesota.

**Technical Lead, NetEffect 03/ 2012 – 08/2018**

Managed and Supervise the Tier I Team. Worked with Tier II/Engineering to resolve client problems as quickly as possible on escalated client issues. Provided remote support to troubleshoot software, hardware and network issues for both small and medium size businesses. Provided on-site assistance when needed. Provided “hands on” virus removal, new PC set up and on-going troubleshooting for a multitude of issues. Set up and troubleshot client Active Directory, Exchange and Office 365 accounts for new and current users. Calmly and professionally handled communications with high level/high demand clients. Implemented a training regimen for all new NetEffect employees on systems, processes, and tools used to provide high quality service to clientele. I continually exceeded billable utilization requirements and customer satisfaction scores.

**NCS Helpdesk Technician, Cox Communications 08/2011- 02/2012**

Completed a high volume of calls troubleshooting issues with business customers in a timely manner. Resolved network, Cable TV, and Phone problems through LAN/WAN and Video technologies. Walked customers through hardware and software troubleshooting techniques over the phone. Dispatched field technicians out the sites for further troubleshooting.

**Technical Administrator, Clearwire Communications 07/2010 – 01/2011**

Delegated the required tasks to the in-house technicians needed in order to set the nationwide sites on air. Reviewed the technician’s notes and pushed the site forward to the next task in the tracking/accounting system. Insured that the Commissioning Tracking, Program Management, and Ticketing Systems were up to date for any site, link or augment plan that was fully commissioned by both the Field and In-house Technicians.

**Accounting Clerk (LEED Sales/Use Tax), Perini Building Company 08/2007 – 01/2010**

A part of a team that processed the documentation and approved retention payments for over 300 subcontractors on the City Center project regarding the Leadership in Energy and Environmental Design tax credit**.** Reviewed and confirmed all incoming submittals of qualified purchased material and tax documentation from the subcontractors.

**Customer Service Manager II, Public Storage, Inc 06/2005 – 07/2007**

Promoted to a Floor Supervisor directly out of training. Supervised and escalated immediate problems with individual properties. Coordinated reservation changes directly with the customers. Became supervisor of the outbound sales team

**Assistant Telecommunications Coordinator, Public Storage, Inc (Corporate HQ) 06/2003 – 02/2005**

Converted all properties to a new phone system before scheduled and under budget. Manned helpdesk and opened service tickets for telephone, satellite, and computer servicing/repairs. Ordered new service installations effectively. Scheduled installations and repair with nationwide carriers and contracted technicians. Head of keeping nationwide Web database system functioning.

**System Conversion Specialist, Public Storage, Inc (Corporate HQ) 11/2002 – 05/2003**

Using Excel, Microsoft SQL and Word, completed conversions of 1,500 properties across the United States and Canada on to a web-based system before originally scheduled. Located and retrieved the refurbished equipment from all of the properties. Supervised the collection of all documentation for system conversion was completed for each site. Headed a team to troubleshot nationwide satellite back-up system.

## COMPUTER SOFTWARE, SYSTEMS, & EQUIPMENT

* Active Directory
* Allworx Phone Systems
* Sonicwall
* ConnectWise (ticketing)
* Fortinet
* IT Glue
* LastPass
* Microsoft Office 365
* Nable
* Storagecraft
* Server 2008, 2012, 2016
* VMWare
* Webroot
* Five9
* Zingle
* Zendesk
* Windows 10
* MAC OS
* GridPo CRM
* Avaya Hard and Softphone

## REFERENCES & AWARDS AVAILABLE UPON REQUEST