Brian Magers

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| Personal Statement | Outstanding and caring professional that has working experience in IT and customer service fields with sincere desire to exceed customer expectations and performance goals. | | |
| Skills/Qualities | * Supervisory and management experience * Excellent organizational abilities * Strong verbal and written communication skills * High degree of acumen and experience in relation to IT related hardware, software, and services * Mac OS and iOS troubleshooting experience | * Strong experience with office equipment and computers/software such as Word, Outlook, Excel, Windows 10 and prior, and various Adobe productsl * Excellent ability to prioritize and perform multiple tasks concurrently * Good ability to make sound, independent decisions while working under pressure to meet strict timeframes * Excellent ability to plan work activities while being accurate and thorough |
| Related Experience | The Meadowglade, Moorpark, CA Oct 2019 – March 2020Facility Manager  * Managed day to day operations of outpatient living facility * Managed budget, paid bills * Supervised staff and vendors * Obtained bids for contracts  ProUnlimited, Rocklin, CA January 2019 – October 2019Help Desk Analyst (contract position)  * Provided inbound and outbound technical support and analysis on various operating systems and devices for The Gap * Analyzed trends and determined corrective action needed * High volume call center  Humboldt County DHHS, Eureka, CA June 2016 – December 2018Call Center Eligibility Worker  * Determined eligibility for low-income individuals and families for Medi-Cal and CalFresh programs using income calculations and various other program requirements * Performed annual and semi-annual recertification for clients * High volume call center, 95% inbound calls  LinkUS/Dish Network, Arcata, CA Jan 2015 – June 2016Satellite Dish Technician  * Drove company truck on route to install satellite systems and troubleshoot previous satellite installs * Provided outstanding customer service to clients * Serviced previous customers and updated equipment  Humboldt County DHHS, Eureka, CA Feb 2012 – Dec 2014Tier 1 Technical Support  * Provided first contact to current customers and provided an outstanding customer experience * Provided Tier 1 support to over 1300 users including credential resets, Outlook support, add/remove users, printer maintenance, and print settings * Highest first tier completion rate on team  Vancouver Housing Authority, Vancouver, WA 2009 - 2012Facility Manager  * Managed day to day operations of senior low-income housing community * Supervised staff and vendors * Performed annual recertifications for all residents to calculate new monthly rents * Managed budget including paying of bills  CompuCom/Excel Systems, Hillsboro, OR 2008 - 2009Intel Tactical Communications Coordinator (contract position)  * Received inbound IT support requests for all North American sites for Intel Corp. * Created tickets using Remedy, dispatched most appropriate technician for each request * Followed through until resolution to ensure client satisfaction * Provided Tier 1/2 technical support in Windows environment  Stream International, Beaverton, OR 2007 - 2008 **Adobe Technical Support Specialist – Call Center (contract position)**   * Supported all Adobe products across all operating systems * End user technical support for various issues involving OS or software compatibility issues  Blizzard Entertainment, Irvine, CA 2006 - 2007 **Quality Assurance Technician I (contract position)**   * Provided quality assurance testing for high-end software developer * Created detailed reports on issues found, forwarded to software developers for fixes, followed up through resolution, investigated own leads  Lowe's Home Improvement, Ft. Walton Beach, FL 2003 – 2006 **Sales Manager**   * Supervised, trained, and scheduled over 60 customer service team members * Provided first line management contact for all customer complaints * Ordered stock, replenished product, used power equipment | | |
| Education | Los Angeles Pierce College – Associate  Current student In CompTia A+ program | | |