**Blair Gidden**

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**Education**

**Florida State College at Jacksonville** Jacksonville, FL

Bachelor of Applied Science in Supervision and Management Graduated December 2018

**Polk State College** Lakeland, FL

Associate of Arts Graduated June 2016

National Honor Society Member

**Skills**

* 3+ years of management experience working in support operations - incident management with a ticketing system
* 2+ years of experience supporting hardware, OS and networking, including virtualization services.
* Serviced Windows, Mac and Linux based systems, including Office 365 and Google G-Suite in person and via remote assistance programs
* Provided remote and on-site troubleshooting, training and tech support to end users
* Excellent customer service, conflict resolution, communication and problem solving skills
* Highly motivated, self-starting individual contributor, capable of working closely and effectively within a team
* Skilled with desktop and application troubleshooting
* Experienced help desk technician with low MTTR

**Experience**

**BrokerIDXsites.inc** Spring Hill, FL

**IT Support Team Administrator (Remote and In-Person)**  June 2016 – Present

* Developed individual and group training schedule and workshops promoting professional development on technology systems.
* Organized computer equipment and software maintenance, repair, purchasing and licensed installation, and maintained networks and connectivity for all users.
* Provided Tier 1 and 2 end-user SAAS support for all clients and employees
* Directed and supported various Help Desk ticketing services for clients directly; ensuring timely completion of tasks utilizing ticket escalation and priority management when delegating tasks.

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**Client Services and Project Manager**  April 2013 – June 2016

* Coordinated the completion of multiple projects utilizing internal resources and third parties/vendors on time, and within budget. Managed changes to the project scope, schedule and costs using appropriate techniques.
* Designed detailed spreadsheets, diagrams and models to document needs, and organize operations.
* Set a precedence for fellow team members to follow and maintain an enthusiastic attitude, friendly demeanor, and integrity-driven conduct at all times
* Created and Maintained Public and Internal Knowledgebase and guides
* Created and Maintained Public instructional videos

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**IT Help Desk Assistant**  January 2012 – April 2013

* Provided technical support to customers and staff members, troubleshooting problems, assisting with account set up, and performing various software functions.
* Systematized communications to keep a detailed record of all problems diagnosed and fixed
* Worked closely with senior help desk staff supervisor to learn how to solve common customer issues and tech problems

**Interests**

* Hiking and off road Exploring – hiked in and near many of our national and state parks.
* Sports – Formerly played baseball, football, soccer, and volleyball. Currently in an adult flag football league.
* Volunteerism – Assisting Elderly Community members with day to day needs, as well as legal preparations.