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| **Katy McGee** | | |
| **Contact Info:**  **Email:** 2kmcgee@gmail.com  **Phone:** 425.870.2372  **Address:** 16011 97th Ave NE, Arlington WA, 98223  **Bio:**  I am a field support technician with 25+ years’ experience maintaining computers, peripherals, networks, telephony systems and proprietary software. I feel great satisfaction from knowing I help my customers work more efficiently. With a focus on planning and making sure things get done the right way, the first time, I'm able to accomplish my goals in a timely fashion without creating technical debt. | **Skills:**   * Translating technical issues to non-technical users * Deescalating employees frustrated by technology * Efficiently scheduling and planning the execution of competing priorities * Ensuring customer satisfaction by translating their request into technical requirements   **Work Experience:** | |
| **Laboratory Corporation of America**  Laboratory Support Specialist | 2004 - Present |
| **Highlights:**   * Lead subject matter expert (SME) for all field support related processes * Provide technical support for the Pacific Northwest region covering 1000+ computers and 2000+ users across 400 locations * Transitioned 200 newly acquired sites to new standards and processes in one year. Completing this project required upgrading network hardware, connectivity, computer systems and software at each site. * Transitioned from Windows 7 to Windows 10 by procuring new hardware, applying a new corporate image and installing the updated devices at each site.   **Daily requirements:**   * Provide high quality customer service while using technical expertise to support end-users in-person, on the phone, by e-mail, or by instant message * Install, setup, and configure user devices (desktop, notebooks, tablets, phones, printers, etc.) * Install, configure, and support connections to the network and telephony systems * Operate independently for long periods while adhering to standard practices * Monitor and prioritize daily ticket flow within the ticketing system to meet service levels * Produce appropriate documentation for all relevant activities | |
| **Harrington Benefit Services**  Network Administrator | 1990 - 2004 |
| **Daily requirements:**   * Provided maintenance services for network equipment, servers and computers * Created user IDs for all internal systems and services * Provided technical support for users on all internal systems | |