**Jeremy Cagle**

Seattle, Washington

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**Information Technology Specialist**

*Multifaceted technical career with a track record of innovation and success.*

Technology professional with a solid history of effective delivery of IT support across various platforms and systems. Skilled in the identification, containment, and remediation of critical IT issues ensuring business continuity and sustainability. Talent for providing hands-on technical expertise in the management of hardware and software solutions. Collaborative communicator capable of building solid relationships to promote cohesive and best practices.

*Technical Operations & Optimization / Project Management / User Training and Support*

*Strategic Analysis & Planning / Root Cause Analysis / Troubleshooting & Issue Resolution / Technical Process Administration / Solution Implementation & Integration / Quality Assurance / Relationship Management / Continuous Improvement / Communications / Leadership & Development / Program Management*

**TECHNICAL PROFICIENCIES**

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| --- | --- |
| ***Platforms:*** | \*nix-based, Windows, Mac, Cisco iOS |
| ***Tools:*** | O365, Exchange Management, Python, git, Hyper-V, Zendek, CA, Ivanti |
| ***Hardware:*** | Servers, Workstations, Networking, Printing, Telephony, A/V |

**PROFESSIONAL EXPERIENCE**

**Warehouse/Receiver Lead** (Sept 2019 - Present) Gaelsong, Seattle, WA

Managed warehouse and receiving operations. Implemented and reinforced company policies and warehouse safety guidelines. Responsible for all inbound shipment, accurate and detailed high volume inventory count. Provided accounting department with receipts for P.O. processing. Communicated with vedors to report all discrepancies, replacements, and returns. Assigned work to warehouse workers, tracked productivity of work to ensure all work is complete daily. Provided leadership support with employee and work related issues.

**IT Specialist** (2019) Wunderman Thompson, Seattle, WA

Deliver technical subject matter expertise and support aligned with SLA requirements. Oversee the construction and installation of computer systems. Facilitate the migration of data during the upgrade process. Perform troubleshooting and repair of hardware, software, and connectivity issues. Administer navigation of Tier 1 Active Directory as well as mobile devices. Provide support across communication resources including Skype for Business, Teams, and ZOOM. Manage vendor relationships.

**Cohen Ambassador Program** (2018) City of Houston, Houston, TX

Liaised as the primary point of contact between the District C staff and East Montrose Civic Association supporting CAP program objectives focused on the effective communication to the community on issues brought forth at City Hall. Analyzed systems and processes to identify and remediate solution issues. Facilitated communication efforts with the district office.

***Key Achievements:***

* Key contributor in the resolution of 10 critical issues for the Civic Association.
* Designed and developed a comprehensive website utilized to report and monitor issues.

**Senior IT Analyst** (2017– 2018) Marsh & McLennan Companies, Houston, TX

Served as a Senior IT Analyst and Subject Matter Expert (SME) accountable for the installation, training, maintenance, troubleshooting, and repair of desktop hardware and software solutions. Delivered support in the preparation of audio-visual components. Responded to technical issues providing client follow-up and timely resolution. Administered systems and technical infrastructure components. Collaborated in the administration and repair of the office telephony system. Tracked support activities within the incident management system. Facilitated time tracking and aided in the procurement of hardware/software. Evaluated Key Performance Indicators (KPIs) to establish continuous improvement initiatives.

**Key Achievements:**

* Achieved a consistent 97% satisfaction rating spanning a 12-month period.
* Slashed inventory processing time by 20% through strategic reorganization of physical supplies.
* Reduced incident callback rate by 12% by accurately identifying user needs and driving effective solutions.

**IT Consultant & Technician** (2014 – 2016) tekRESCUE, Austin, TX

Provided strategic leadership in the administration of MSP support. Conducted first-level Failure Analysis (FA) and repair activities. Oversaw customer integration and qualification functions. Delivered comprehensive technical, sales, and OEM support. Generated accurate reporting highlighting manufacturing yield, quality, and field failure for the client. Led a team of technical support technicians.

**Key Achievements:**

* Decreased turn-time by 35% by implementing a weekly FAQ newsletter that addressed common and recent issues focused on minimizing resolution time.
* Stimulated a Y-o-Y 25% increase in employee satisfaction by cultivating an employee-centric environment.
* Key contributor in the analysis and consolidation of 10+ systems into one solution.

**EDUCATION AND TRAINING**

**Bachelor of Science in Computer Science**

Texas State University

***Honors & Distinctions***

2016 Microsoft Hackathon Winner