

# **Leland Joshua Barnard**

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**Profile:** Skilled professional experienced in hardware and software troubleshooting, problem resolution; while maintaining a high-level of customer service.

## **Qualifications**

- 7+ years experience in customer service and technical support.
- Accustomed to handling diverse responsibilities.
- Excellent written and verbal skills.
- Proven ability to prioritize and complete multiple tasks.
- Expertise includes: Software Troubleshooting, Utilizing Multi-line Phone Systems, Customer Service, Operating Systems, E-mail Clients and Web Browsers.
- Computer Software Skills: MS Windows XP, Vista, and 7, MS Office 2003-2010, Active Directory and Exchange, ShoreTel and TeleVantage Wave, Remote Tools, PC Hardware, Printer/Fax/Scanner hardware and software. Some knowledge of Mac used for Ipads, iPhones, iTunes and occasional MAC computer users. .
- Typing speed 45 wpm.

## **College Experience**

8/17/2017-  
Present

### **Bachelor's Degree – North American University**

- Currently pursuing a Bachelor's Degree in Computer Science

1/5/2013-  
5/10/2016

### **Associate's Degree - Lone Star College**

- Earned Associates degree with an emphasis in Computer Science

## **Professional Experience**

2/1/2012 –  
9/1/2012

### **Internal Support Technician – Wright Business Technologies**

- Worked in a team oriented environment supporting 50+ small/medium business clients and their various networks.
- Answered calls and emails from clients related to any technical issues without limit on scope. Handled issues from cradle to grave.
- Routinely accessed client servers through RDP and Teamviewer, and set up new users and permissions in Active Directory, as well as created and managed Exchange mailboxes.
- Contacted support on client's behalf for issues related to third party applications, PC and hardware warranty/repair, and contacted service providers such as ISP's and telcos when necessary.
- Frequently used remote access tools (RDP, Teamviewer, Labtech and Bomgar) to assist clients.
- Prepared new/re-imaged client laptops and desktops with fresh installs of OS and standard programs such as Adobe Reader and/or Acrobat, MS Office, Flash, and Java.
- Supported connectivity for laptops, desktops, networks, wireless networks, Ipads, iPhones, Android phones, and Blackberries. Configured email on phones and Outlook for clients.
- Frequently used remote access to do cleanup and/or virus/malware removal on client hardware using a variety of tools (Ccleaner, Malware Bytes, Super Anti-spyware, Combo Fix to name a few).
- Supported a variety of phone systems including ShoreTel and TeleVantage, including troubleshooting, managing users and setting up new users.
- Responded to any printer/scanner/fax issues. Mapped drives and printers regularly.
- Used Connectwise to track time and record tickets.

**Professional Experience (cont.)****2011 – 2011      Move Project Associate - GenOn Energy/Experis**

- Disassembled, documented, moved, and reassembled workstations.
- Required detailed knowledge of hardware identification and assembly
- Required good oral and written skills in order to properly document and track equipment
- Required the ability to lift and carry computers and monitors, as well as stand and kneel for extended periods while disassembling and reassembling equipment.

**2010 – 2011      Help Desk/SOLV – Baker Hughes/Kelly IT Services**

- Responded to incoming calls and emails from internal Baker Hughes users regarding technical issues.
- Not a tiered help desk, 1<sup>st</sup> call resolution, full service desk. No/rare escalations
- Estimated call volume 25-35/day.
- Demanded advanced knowledge of WindowsXP/7, Outlook, and Active Directory.

**2004 - 2010      Help Desk Representative / Customer Service – Contract Temporary Positions**

- Desktop support for Windows 2000 and XP, Microsoft Office (Word, Excel, Access, and PowerPoint), Microsoft Outlook, Internet Explorer, Novell Client for Networks, VPN, and hardware including network printers and phones.. Average call volume of 40-60 calls per day.
- Password unlocks and resets
- Tier 1 troubleshooting of software and technical configuration issues.
- Tier 2 escalations of hardware replacement and software installations using Peregrine ticketing system.
- Support for retail bankers, offshore satellite sites such as New Delhi and Manila
- Refresh laptops: migrated users' data from old laptops to new laptops: included reinstalling applications, recreated Outlook and domain I.D.s on new machines, ensured that all required data files were successfully migrated.

**2003 - 2004      Help Desk Representative  
Cardtronics**

- Answered customer calls to troubleshoot remote ATM terminals, often troubleshooting receipt printers, cash dispensers, and internal software settings. Also ordered supplies of receipt paper, or cash refill requests.
- Made outbound calls preemptively troubleshooting ATM and CTM terminals that had not transacted for 2 or more days.
- Completed daily "No Transactions" reports tracking which ATM/CTM terminals were not transacting and potentially needed maintenance calls.
- Average call volume of 30 calls per day.

**2001 - 2003      Dial-Up Support Technician / Server Technician  
Everyone's Internet / Everyone's Servers**

- Answered incoming customer calls and offered technical assistance for internet connections and related software supported by Everyone's Internet.
- 30-40 calls per day average
- Maintained servers at the co-location site by rebooting and replacing/upgrading hardware such as hard drives and RAM.
- Investigated and resolved issues that prevented servers from being accessible, which required detailed knowledge of Linux 9 and Windows Server 2003, as well as PC hardware knowledge.
- Handled multiple trouble tickets on a daily basis, often within a short time frame, to insure customer satisfaction.

**2000 - 2001**

**Internal Help Desk Analyst  
Eagle Global Logistics**

- Answered incoming calls and assisted in troubleshooting desk top issues and proprietary software issues.
- Required in depth knowledge of Windows, MS Outlook, MS Internet Explorer, and several proprietary applications.
- First contact support, and if an issue required escalation beyond first contact, opening of trouble tickets.
- 35-45 average calls per day

**1998 - 2000**

**Customer Service  
Compubank NA**

- Answered incoming customer calls and assisted in troubleshooting problems for customers.
- Provided information to customers about Compubank products and services.
- Assisted in opening and closing accounts.
- Activated Visa check cards, ATM cards, and processed check orders.
- Provided solutions for connectivity problems, Bill-pay inquiries, and Quicken compatibility issues with Compubank's website.
- Accepted escalated calls for customer service representatives and diffused volatile customer situations.
- 50-60 average calls per day.

**Education**

- Graduate of St. John's School, Houston, TX 1995.
- Some college coursework completed at University of Texas in Austin 1996.