

Kurtis Jin

IT Manager

Personal Info

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WWW

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LinkedIn

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Skills

Azure AD



AWS



Office 365



Windows Server



Routers and Switches



Skill development



Resourceful, goal-oriented IT professional with over 17 years of success delivering technical solutions and managing the activities and associates responsible for identifying, prioritizing, and resolving computer related and network system issues.

****Please visit my website at www.kurtisjin.com for more information****

Work History

2020-07 –

09 - 2020

Technical Sales

Spin Servers, Carrollton, Texas

- Collaborated with customers and asked questions to assess needs and budgets.
- Recommended and explained features and costs to help clients make educated buying decisions.
- Furnished clients with exemplary service, helping build lasting, lucrative partnerships.
- Set up appointments with potential and current clients to promote new products and services.
- Proactively managed client correspondence and recorded all tracking and communications.
- Followed up with customers after completed sales to assess satisfaction and resolve any technical or service concerns.
- Identified prospect needs and developed appropriate responses along with information on suitable products and services.
- Enhanced success of advertising strategies by boosting engagement through social media and other digital marketing approaches.

2018 - 07 –

2020 - 04

IT Director/IT Manager

First Floors Carpet One, Dallas, TX

- Adjusted project plans to account for dynamic targets, staffing changes and operational specifications.
- Maintained tactical control of project budgets and timeline to keep teams on-task and achieve schedule targets.

Team leadership

Excellent

Strong verbal
communication

Very Good

Employee training

Excellent

Problem resolution

Excellent

Customer service

Excellent

Creative lesson planning

Excellent

Communications

Excellent

Project Management

Excellent

Contract Negotiations

Excellent

- Closely collaborated with project members to identify and quickly address problems.
- Source additional resources and staff to meet timeline demands.
- Coordinated ongoing technical training and personal development classes for staff members.
- Oversaw daily performance of computer systems and immediately responded to critical issues to keep network up and running.
- Gathered requirements, defined scopes, allocated resources and established schedules meeting or exceeding project demands.
- Managed and motivated project teams to promote collaboration and keep members on-task and productive.
- Saved \$67,000/yr. by researching and implementing a cost-saving initiatives by negotiating contracts, changing vendors, and adjustment on services.
- Developed team communications and information for the company.
- Azure AD, Windows Server 2012, Firewall, Office 365 administration.
- White Glove service for executives.
- Quality control for SLA with client services.
- Investigated and corrected or escalated project problems.
- Worked with every department to resolve repeated problems, improve operations and provide exceptional internal service.
- Development of company on-boarding contract and guidance for new employee training with videos and manual creation.

2018-02 -
2018-07

Software Support Specialist

Unifocus Total Workforce Performance, Carrollton, TX

6 Month Contract

- Monitored systems in operation and input commands to troubleshoot areas such as SQL data miscalculations by clients.
- Explained technical information in clear terms to non-technical individuals to promote better understanding.

- Collaborated with vendors to locate replacement components and resolve advanced problems.
- Broke down and evaluated user problems using test scripts, personal expertise and probing questions.
- Removed malware, ransomware and other threats from laptops and desktop systems.
- Responded to support requests from end users and patiently walked individuals through basic troubleshooting tasks.
- Removed and replaced malfunctioning components to correct hardware problems.
- Engaged end users and answered questions via email, phone, web site live chat and in forums.
- Developed and tested new product offerings prior to release to assist development team in bug identification.
- Followed up with clients to ensure optimal customer satisfaction following support engagement and problem resolution.
- Worked with software development team on reported errors and bugs on newly released software and assisted in deployment of release fixes.
- Documented all transactions and support interactions in system for future reference and addition to knowledge base.
- Demonstrated professionalism and courtesy with customers while working to resolve complaints, problems or respond to questions.

2017-07 -
2018-02

Project Management/MPS

Samsung USA, Richardson, TX

- Executive white glove service.
- Managed project requirements and accomplished objectives by self-monitoring progress and promptly solving issues.
- Project managed over fifteen (15) onsite managers and one hundred (100) factory label printers to find efficiency and cost saving for Samsung factory in Coppell, TX.
- Quality control of client services to meet the expected deadline. Addressed every concern client might face. Frequent update for ensure quality

- Saved the company XXX,XXX amount of dollars by implementing new approach to long standing problem by implementing new strategies changing the work flow of printers for more heavier load, training employees to rightly use the hardware, and eliminating unnecessary employees.
- Managed print server for several of locations throughout Samsung in Texas.
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.
- On-site live training for employees and managers for use of hardware and expectations.
- Supervised ten (10) onsite managers in providing excellent technical training to provide to their managed employees.

2016-01 -
2017-07

Project Manager/IT Support Level 2

Hyundai Translead Inc., Irving, TX

- Took active role in company growth by consistently providing quality customer service to promote growth and retention.
- Oversaw Q&A from clients to ensure it met their satisfactory to ensure SLA was met.
- Held to pre-determined schedules and worked with subcontractors to cut costs and complete projects on time and under budget.
- Sourced additional resources and staff to meet timeline demands.
- Increased effectiveness of bidding processes by reviewing contractor scopes and material takeoffs.
- Closely collaborated with project members to identify and quickly address problems.
- Ensured total compliance with legal requirements.
- Completed projects on time and under budget.
- Defined objectives and communicated to other team members.
- Escalation of unsolved IT related issues. Server related to internal Hyundai software.
- Enforced alignment of project strategy with business objectives and made modifications to promote efficient project completion.

- Determined root cause of problems and issues to implement courses of action required to implement solutions.
- Orchestrated projects within strict time-frames and budget constraints by employing critical thinking to solve complex problems and working closely with senior leaders.
- Increased savings by initiating and fostering relationships with vendors to communicate on problem-areas and work closely to resolve.

2011-03 -
2015-06

C.E.O.

Plutus Computer Repair, Burke, Virginia

- Worked with customers to understand requirements and provide exceptional customer service.
- Worked with company owners to resolve IT related needs, improve operations and provide exceptional customer service.
- Negotiated agreements between employees to clarify misunderstood directions and resolve conflicts affecting performance.
- Trained customers of basic use of computers; how to avoid viruses
- Achieved under-budget and on-time project management to adhere to project goals.
- Developed innovative sales and marketing strategies to facilitate business expansion.
- Interviewed, supervised and motivated three (3) staff members to achieve optimal productivity.
- Oversaw daily administrative operations.

2005-04 -
2010-09

NOC Support

MindShift Technologies Inc., Fairfax, Virginia

- Set up hardware and software in optimal configurations to meet network performance requirements.
- Investigated and corrected problems with printers, copiers and other peripheral devices.
- Managed system-wide operating system and software deployments, as well as any related upgrade problems.

- Updated department documentation such as license databases, infrastructure maps and FAQs to maintain consistent response levels.
- Delivered network technology training to junior team members and end-users, enhancing knowledgebase and team productivity.
- Established, repaired and optimized networks by installing wiring, cabling and devices.
- Answered and triage requests for assistance in order to provide top-notch support.
- Developed team communications and information for team meetings.
- Supervised five (5) Network administrators in providing excellent customer service to executives

Education

Bachelor of Science: Computer Science

Southern New Hampshire University - Hooksett, NH

- 4.0 GPA
- The National Society of Collegiate Scholars
- The National Society of Leadership and Success

Associate of Arts: Information Technology

Stratford University - Falls Church, VA

- Graduated with 3.7 GPA

Certification: Electrical Engineering

TESST College of Technology - Alexandria - Alexandria, VA