

Luther Amrich

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SUMMARY

I have 7+ years of technical trouble shooting experience both in the field and behind a desk in hardware and software components. I have 8+yrs of experience dealing with high pressure customers in the general public as well as high and low level business persons. I've been developing with React for about 2 years and I have some experience with Python as well. I love and have a strong aptitude for people, technology, problem solving, software development and mechanical engineering.

TECHNICAL SKILLS

- WAN | LAN
- Python, React, HTML/CSS/JS
- Windows Operating Systems
- Wireless & Physical Security Systems
- Microsoft Office
- Diagnostics, Repairs & Resolutions
- Disassembly and Reassembly of desktop PCs
- Hardware & Software Troubleshooting & Installation
- Hardware & Software Networking
- Ticketing Systems
- Antivirus Program Installation
- Network Troubleshooting
- Building Virtual Machines
- Light Registry Work
- I can use various hand and power tools
- I've driven various forklifts and reach trucks

EDUCATION

MyComputerCareer Technical School <i>Information Technology Systems</i>	2020
Columbus State Community College <i>Psychology</i>	2008

Devry University
Software Development

2007

North Education Center High School
Computer Information Systems

2004

EMPLOYMENT

Customer Support Anaylist | ENA

Sept 2022 – Current

- I handle inbound and outbound technical support calls.
- This position is exclusively software support.
- I work independently and as part of a team, we manage multiple tickets assigned daily.
- I do light troubleshooting on customer equipment to solve simple problems.
- This is a customer facing position so I deal with the general public as well as various business persons.

Application/Technical Support Rep | NetOps

March 2022 – July 2022

- I handled inbound and outbound application and technical support calls.
- This position was primarily software support.
- I managed multiple tickets assigned daily.
- I trained and supervised new employees to understand policies and procedures.
- I was able to remote into various desktop and laptop computers to help customers deal with issues in a hands-on/hand-holding manner.
- I did some light hardware support around the school building that we were stationed in.

Cable Installation Technician | Fenix Group LLC.

Sept 2021 – Feb 2022

- I installed cable, internet and home phone for Insight, Time Warner and Charter/Spectrum.
- I performed various maneuvers by drilling holes, running cable wires, climbing ladders, hanging wire from poles, going in basements, attics, crawl spaces and alleyways for proper installation.
- I worked independently with little supervision and managed multiple tasks assigned daily.
- I trained and supervised new employees to understand policies and procedures.
- I troubleshoot customer and co-worker devices and equipment to solve simple and complex problems.
- I handled high pressure situations and hands-on solutions dealing with a

diverse customer base.

- I used a variety of hand and power tools.
- I helped customers troubleshoot hardware and software issues.

Data Center Hardware/Software Tech | Amazon/CER INC May 2021 – Sept 2021

- I repaired hardware and software on servers at an Amazon Data Center.
- I kept track of inventory and various tickets on a ticketing system.
- I was able to train other new workers in this same job.
- I also worked hardware and software networking tickets.
- I worked independently with little supervision and managed multiple tasks assigned daily.

Home Security Technician | ADT/Insight Global June 2020 – May 2021

- I installed home security network for ADT including cameras, wired and wireless door and window contacts, control panels, motion sensors, smoke co2 and heat sensors, etc.
- I perform various maneuvers by drilling holes, running cable and CAT 5 wires, climbing ladders, going in basements, attics, and crawl spaces for proper installation.
- I use of various hand and power tools as well as PPE is required for this job.
- I have a clean background and driving record which were required for a company truck.
- I worked independently with little supervision and managed multiple tasks assigned daily.

Data Center Technician | Direct Line June 2020 – July 2020

- This was heavy construction work building data centers for large corporations (Amazon, Facebook, Microsoft, etc.).
- We ran fiber optic cables, labeled them and attached them to servers for future use.
- I used of various hand tools and PPE is required for this job

Customer Service Advocate | Alliance Data Oct 2019 – June 2020

- I provided support to managerial operations for customers.
- I managed external customers and provide necessary customer support
- I provided transactional support for customers based on business needs
- I provided all kinds of support for customers using credit cards

Cable Installation Technician | Precision Broadband Inc. May 2016 – May 2019

- I installed cable, internet and home phone for Insight, Time Warner and Charter/Spectrum.
- I performed various maneuvers by drilling holes, running cable wires, climbing ladders, hanging wire from poles, going in basements, attics, crawl spaces and alleyways for proper installation.
- I worked independently with little supervision and managed multiple tasks assigned daily.
- I trained and supervised new employees to understand policies and procedures.
- I troubleshoot customer and co-worker devices and equipment to solve simple and complex problems
- I handled high pressure situations and hands-on solutions dealing with a diverse customer base.
- I used a variety of hand and power tools
- I helped customers troubleshoot hardware and software issues

Technical Support Representative | Teleperformance June 2010 – June 2011

- I implemented new processes to improve efficiency and customer satisfaction while reducing costs.
- I provided daily technical support to end users for Verizon FIOS television, internet and phone including answering questions, analyzing problems, and quickly forming solutions to return systems to proper operation.
- I communicated clearly and effectively with end users, colleagues, and management to quickly resolve issues and ensure customer satisfaction.
- I gave step-by-step instructions to end users for problem solving on hardware and software issues

Finally, I have a lot more job experience that isn't listed as it may or may not be relevant, as such I will provide a summary below to fill in my "job gaps".

- I've worked at factories and warehouses including (Amazon, XPO Logistics, Del Monte, DHL, Value City Warehouse and L-Brands) where I:
 - Drove various forklifts and reach trucks, kept track of inventory, worked at the "nerve center" of some factories.
 - Loaded and unloaded trucks.
 - Handled hazmat freight (flammable, corrosive).
 - Built and broke-down pallets full of different goods.
 - Operated various factory robots.
 - Picked, packed, moved, stowed and manipulated various warehouse freight.

- I've worked delivery, driving and valet including (USPS, AVI Foodsystems, and The Renaissance hotel) where I:
 - Drove many different types of trucks, SUV's and cars as well as larger box trucks, postal vehicles and company vehicles.
 - Delivered mail, parcels, food, candy, pastries, soda, and food.
 - Dealt with high pressure situation and people while providing exceptional customer service.
 - Have delivered in diverse places from prisons to the central Ohio courthouse to various police and sheriff stations, schools, etc.
 - Dealt with large amounts of money in a transactional nature in the upper thousands and tens of thousands of dollars.
- I've worked retail, janitorial, sales and call centers including (Wendy's, Buckeye Fried Chicken, Bonus Building Care, Safelite Solutions, Affinion/Trilegiant, Wal-Mart, McGraw Hill and Josco) where I:
 - Handled large amounts of money.
 - Worked behind a cash register.
 - Cleaned dialysis labs and waiting rooms, restrooms, etc.
 - Sold different products and services door to door and over the phone.
 - Took inbound/made outbound calls and answered emails for tech support, sales and insurance claims.