

# Maurice Wayne Glenn II

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## PROFESSIONAL EXPERIENCE:

### *IT Support*

05/22 - 06/23

Pearson, San Antonio, Texas

- Developed comprehensive user guides and documentation for common technical issues and solutions, contributing to an improved self-service experience and reduced ticket volume
- Diagnosed and resolved hardware and software problems for end-users, ensuring minimal disruption to operations. Effectively troubleshooted issues related to operating systems, network connectivity, applications, and peripheral devices, consistently achieving high user satisfaction and timely incident closure
- Demonstrated exceptional skill in providing remote assistance to users across diverse locations, employing remote desktop tools and clear communication to guide users through technical problems

### *Customer Service*

01/21 - 05/22

TaskUs (Philo TV), San Antonio, Texas

- Educated customers on Philo troubleshooting steps, supported platforms, and sign-up procedures
- Routinely exceeded customer satisfaction goals, average handle times, and QA assessments
- Provided detailed descriptions of issues in the ticketing system and followed up diligently to ensure swift resolutions

### *Customer Service*

10/20 - 01/21

Hulu, San Antonio, Texas

- Provided account and application support to our viewers, specifically with regards to troubleshooting of system configurations and network settings
- Assisted viewers through phone and/or chat about account management, billing issues, content and basic site and application navigation in support of multiple products

## MILITARY EXPERIENCE:

U.S. Air Force Security Forces Active Duty/Reserve

10/02 – 10/10

- Served in Korea, United Arab Emirates, and Georgia(USA)
- Conducted Law Enforcement/Security and air base defense operations
- Developed leadership, managerial, and supervisory skills

**EDUCATION:**

Google IT Support Certification  
Front End Simplified Bootcamp

05/22

09/23 - Present