

TORIANO TRICHE

Jonesboro, GA 30236 | <https://www.linkedin.com/in/informationtechnologygloballeader/>

IT MANAGEMENT | SYSTEM ADMINISTRATION | NETWORK ENGINEERING

Driven, accomplished, and experienced professional with 10+ years of solving diverse scope problems where data analysis requires strategic evaluation while demonstrating sound judgment in selecting methods for obtaining profitable solutions. Strong analytical and technical aptitude with the innate ability to prioritize multiple time-sensitive assignments simultaneously in a multi-facet environment providing operational support, improving efficiency, reducing risk, and reinforcing compliance. **Core Competencies include:**

Windows Server	Networking	IT Management	Collaboration
Troubleshooting	Technical Support	End-User Support	Attention to Detail
Software Installation	Operating Systems	Quality Assurance	Customer Service
System Administration	Computer Hardware	Configuring Applications	Software Development
Network Administration	Information Technology	Incident Management Support	Java Programming Language

EDUCATION

Master of Business Administration, Data Analytics | Clayton State University, 2023

Relevant Coursework: Managerial Accounting | Business Analytics | Marketing Management | Strategic Management | Business Intelligence | Organizational Development | Project Management

Bachelor of Information Technology, Informatics | Clayton State University, 2020

Relevant Coursework: Information Technology (IT) | Database Design | Computer Science | Web Application Development | Networking & Security Systems Analysis & Design | Informatics Project Management | Testing & Quality Assurance in Software Development | Web Integration

Associate of Applied Science Degree | Gwinnett Technical College, 2017

Relevant Coursework: Computer Concepts | Hardware Installation & Maintenance | Computer Networking | Operating Systems Concepts | Structured Query Language (SQL) | Information Security

CAREER HIGHLIGHTS

- Implemented several IT initiatives such as assisting with the improvement in reporting processes and alerting tools for clients by effectively providing business analysis, thought leadership, solution-driven guidance, and critical thinking skills.
- Continuous process improvement advocate regularly seeking opportunities to increase customer satisfaction, deepen client relationships, support user testing, and manage client expectations.
- Technical aptitude in the following software, systems, and programs; Network Monitoring, HTML, CSS Programming Language, JavaScript Programming Language, CRM, VoIP Systems, Switches, Routers, and Microsoft Office Suite (Word, Excel, PowerPoint, Outlook, & Access).

PROFESSIONAL EXPERIENCE

Amazon.com, Inc. | E-commerce Company

IT SUPPORT ENGINEER

Atlanta, GA

2021 - Present

Amazon.com is an American multinational conglomerate which focuses on e-commerce, cloud computing, digital streaming, and artificial intelligence. It is one of the Big Five companies in the U.S. information technology industry, along with Google, Apple, Microsoft, and Facebook.

- Promote the usage of data engineering and data management best practices across the enterprise by diagnosing and resolving database and performance issues.
- Spearhead network engineering and troubleshooting, data cabling, systems administration, and support complex system issues for hardware and software with a clear understanding of when a problem requires escalation, dispatch, and cross-functional teamwork.
- Interact with management, peers, and staff members to provide analytical and technical assistance for the continuous business and process improvement of Information Technology (IT).
- Monitor corporate central ticketing system to ensure timely response and resolution of tech support issues within defined SLA in the IT Support framework.
- Evaluate the operational infrastructure and management plans for continuous improvement, maximizing efforts to develop and implement strategic procedures that achieve operational excellence.
- Document internal procedures and recommend innovative solutions while remaining knowledgeable of emerging or current technologies.

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Achievements & Accomplishments

- **Spearhead various continuous improvement efforts** to reduce waste and increase productivity while coaching the organization to conduct ongoing improvement events using the root-cause problem-solving method.
- **Acquire the following soft skills**, verbal communication, active listening, data entry, attention to detail, professionalism, and critical thinking skills.
- **Agile project management in executing large complex IT programs** with experience and technical leadership in design, implementation, system integration, testing, and quality assurance.

TrexTel | Global Leader in Managed Software Services & Solutions

NETWORK OPERATIONS CENTER ENGINEER, ESCALATION MANAGER

Duluth, GA

2017 - 2021

TrexTel offers an expansive set of communication solutions, from converged voice, data, and video services to network deployment and maintenance. Providing nationwide field services, managed services, logistical services, and operations support

- Maintain in-depth knowledge of business operations and system requirements processes by conducting data gathering and analysis to troubleshoot identified data issues.
- Effortlessly navigate technical problems to create solutions ensuring business operations and contractual service level agreements (SLA) are sustained.
- Research, source, and evaluate the software to recommend solutions for applications that improve business efficiency and reliability of data management and reporting.
- Champion the planning of technology strategy related to infrastructure for data integration, storage, and IT infrastructure reporting.
- Technical liaison for application vendors to ensure application-related issues are resolved quickly and professionally while configuring enhancements to new or packaged-based systems and applications.
- SQL savvy quickly building SQL queries or write out SQL queries to get a specific set of data pulled and provided data for reporting and presenting purposes.
- Serve a diverse client base via telephone, email, and remote connection to support and troubleshoot issues for end-users at various locations.
- Remain knowledge of enhancements, updates, and known issues while scheduling installation and testing these updates in both test and production environments.

Fire Rescue | DeKalb County Fire Rescue Department

MASTER FIREFIGHTER

Tucker, GA

2007 - 2017

The DeKalb County Fire Rescue Department is a modern, all-hazards organization that responds to calls for fire suppression, emergency medical services, and other hazardous conditions impacting our community.

- Responded to emergency and non-emergency incidents, providing appropriate services as required, including emergency rescue and fire suppression and rescue for trapped or injured persons.
- Operated numerous rescues, emergency, and fire suppression equipment and apparatus as necessary; operate, inspect, repair, and perform other technical tasks related to maintaining the machine, equipment, and facilities.
- Participated in various fire prevention operations, activities, and programs, including training, fire investigations, code enforcement, and equipment operation and maintenance.
- Contributed to activities and operations in response to natural disasters, major accidents, incidents involving hazardous materials, and other emergency and dangerous situations.
- Assisted with patient transportation to medical care facilities, evaluated patients' condition, and assessed pertinent information about the medical profile, and determining treatment according to EMT training.
- Innate talent and ability to foster high-performance teams, make effective decisions, and rapidly revise tactics to achieve aggressive timeframes goals.