



## Timothy Reynolds

3802129826

timmy.reynolds1121@g  
mail.com

Galloway, OH 43119

## SUMMARY

Highly-motivated employee with a desire to take on new challenges. Strong work ethic, adaptability and exceptional interpersonal skills. Adept at working effectively unsupervised and quickly mastering new skills.

## SKILLS

- Technical Support
- Software Installation
- Issue Troubleshooting
- Call Center Operations
- Hardware Diagnostics
- Hardware and Peripherals
- Technical Troubleshooting
- Product Troubleshooting
- MS Office Proficiency
- User Support
- Complaint Resolution
- Account Updating
- Appointment Scheduling
- Customer Success Management
- Systems Analysis
- Application Installations
- Application Support
- JavaScript
- HTML
- CSS
- Time Management
- Logistics
- Team Leadership
- ServiceNow
- LAN/WAN
- Customer Service
- Configuration Management
- Mobile Device Management
- Hardware Upgrades
- Microsoft Outlook
- Technical Documents Comprehension

## EXPERIENCE

Remote - IT Support Specialist

Columbus, OH

Big Lots/ Aug 2022 to Mar 2023

- Installed and supported desktop software titles and add-ons.
- Identified problems in printers, scanners and networking hardware, applying required fixes or escalating issues.
- Tackled troubleshooting and problem resolution to support end-user technical issues.
- Removed and replaced old hardware during routine upgrades and system repairs.
- Delivered local and remote Tier 1 IT support for hardware and software to company personnel.
- Monitored IT use to maintain compliance with established processes, policies and guidelines.
- Reviewed requests for service to resolve IT difficulties, documenting and fielding tickets to improve problem resolution.
- Tracked and prioritized IT tickets and requests based on severity and potential business disruptions involved.
- Maintained working knowledge of current hardware and equipment by completing required training and reading applicable literature.
- Developed self-help tools, user assistance documents and training initiatives to execute overall business technology plans.

- Devised incisive workarounds and resolutions for IT-related problems.
- Adhered to internal IT policies on user credentialing to support access management of digital assets.
- Served as first point of contact for incoming technical service calls and emails.
- Delivered remote assistance for technical issues using screen sharing, mouse and keyboard control and other tools.
- Used remote login tools to assist clients with technical and product questions.
- Troubleshoot hardware issues and worked with service providers to facilitate repairs for end users.
- Assisted customers with various types of technical issues via email, live chat and telephone.
- Handled customer service issues by providing guidance or escalating for advanced support.
- Worked with internal teams to deliver accurate information to customers and service accounts.
- Maintained up-to-date case documentation for future reference.
- Assisted customer in understanding products, components and systems using technical demonstration.
- Dispatched vendors to perform onsite service to mitigate problems beyond scope of telephone troubleshooting.

#### Technical Analyst/Desktop Support/Transfer Coordin

Columbus, OH

Heidelberg Distribution/ Jan 2019 to Aug 2022

- Installed and maintained new hardware and software, managing assets inventory effectively.
- Supported an ERP system in an AS400 environment, creating and managing user accounts based on company policies.
- Provided technical support for Windows, Mac, Android, and iOS devices, including virus/malware removal.
- Utilized Active Directory and ServiceNow for user management and remote customer service.
- Ran and validated data on multiple Daily, Weekly, and Monthly reports.
- Leveraged company-owned apps for logistic purposes.
- Offered excellent remote support for locations across Ohio and Kentucky, including after-hours and weekend assistance.
- Monitored and maintained reports of locked-out users and log-in attempts.
- Evaluated benefits for each caller to determine service needs and address concerns.
- Assisted staff and users with computer malfunctions and program problems.
- Assessed software problems and utilized troubleshooting tools to swiftly resolve issues.

#### Production Supervisor/General Warehousing/Receivin

Columbus, OH

Heidelberg Distribution/ Jan 2012 to Dec 2019

- Tracked merchandise using radio frequency equipment, reducing loss and improving inventory accuracy.

- Safely operated forklifts, pallet jacks, and reach trucks to handle merchandise efficiently.
- Ensured compliance with safety regulations and reported hazards promptly.
- Assisted in conducting stock inventories on a regular basis.
- Efficiently loaded and unloaded shipment vehicles and managed route closures.
- Successfully supervised production crew to meet organizational goals.
- Packed and labeled merchandise to prepare for loading and shipment to customers.
- Kept shelves, workstations and pallet areas neat and tidy to maintain safe work environment.
- Used pallet jacks to move items to and from warehouse locations.
- Moved boxes, containers and pallets with special-purpose equipment to meet demanding production targets.
- Received deliveries, scanned packages and updated orders in internal database.
- Examined packages and goods for damage and notified vendors of replacement needs.
- Updated inventory and production information using warehouse management systems and scanner guns.
- Assisted coworkers with special projects to learn new tasks while gaining additional responsibilities.
- Processed requests and supply orders and pulled materials to successfully prepare orders.
- Received merchandise into warehouse, relocated products using forklifts and pallet jacks and processed orders for shipment.
- Reviewed inventory sheet against shipments received and alerted manager of discrepancies.
- Operated forklifts to fill or empty overhead spaces.
- Collected stock location orders and printed requests to maintain inventory control.
- Maintained records pertaining to inventory, personnel, orders, supplies or machine maintenance.

## EDUCATION AND TRAINING

Full Stack Web Development: Web Development

Kenzie Academy Apr 2023

Remote - Indianapolis, IN

- Currently pursuing a Full Stack Web Development certification with a focus on JavaScript utilizing the MERN stack (MongoDB, Express.js, React.js, Node.js).
- Developing practical skills in JavaScript, HTML5, CSS, and C# for building interactive and responsive web applications.
- Gaining expertise in front-end and back-end development, database management, and API integration.

High School Diploma

Westland High School Jul 2009

Galloway, OH