Robert M. Schwindler
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Results-oriented and customer-focused Technical Support Engineer with 10+ years of technical assistance and troubleshooting expertise. Experienced in handling complex technical cases for various software systems, including ServiceNow Core Platform, SaaS applications, and custom solutions. Possesses strong communication and interpersonal skills, enabling effective communication with customers through multiple channels. Proficient in diagnosing issues, utilizing diagnostic tools, and collaborating with cross-functional teams to deliver innovative solutions. Adept at managing web stores, maintaining databases, and customizing websites, showcasing entrepreneurial spirit and adaptability.

Technical Proficiencies

Certifications: Google IT Support Professional, CompTIA A+, Nucamp Front-End Developer, Udemy MySql Ultimate Bootcamp
Operating Systems: Windows 11, Server 2012, Android, Linux
Networking: Active Directory, TCP/IP, Subnetting, IP, DNS, DHCP
Languages: SQL, HTML, CSS, XML XSL, JavaScript
Software: Microsoft Office, Microsoft SQL Server, Salesforce, AWS, MySql, ServiceNow, GitHub, Visual Studio Code
Soft Skills: Excellent customer service, written communication, and project management

Experience

ServiceNow – Technical Support Engineer　　　　　　　　**March 2022 – September 2023**
- Resolved technical cases created by customers looking for help to understand or troubleshoot unexpected behaviors or to explain technical questions about the ServiceNow software and PaaS offering
- Building trust by showing empathy, taking ownership of issues, and excellent communication to answer customer questions through various technologies including web, chat, email, as well as direct telephone support
- Gained an understanding of the ServiceNow PaaS and all core functionalities while employing various diagnostics including SQL tools and Server logs to isolate the potential cause of the issue
- Worked with developers and support account managers regarding process and product improvements when working on technical issues for customers.

SchwinTech –Owner　　　　　　　　　　　　　　　　**November 2021 – March 2022**
- Performed remote and in person hardware, software, and SOHO fixes.
- Performed updating and break fix issues with customer-based computer hardware.
- Assist in malware, virus and intrusion prevention on small business and home networks

Gwinnett Game Work LLC – Owner　　　　　　　　**February 2009 – November 2021**
- Created and grew a small ecommerce web store selling niche products in a global marketplace.
- Maintained health of a MySQL Database and fixed corrupted data in the MySQL database
- Maintained and worked with PHP, HTML and CSS to customize the website.

CareerBuilder Inc. - Technical Support Analyst   June 2014 - August 2015
- Leading Technical Support Analyst in resolving customer issues of CareerBuilder's SaaS applicant tracking software.
- Supported and customized SaaS software working within the SLAs.
- Resolved AWS-hosted database issues using SQL for customers with data corruption and created custom reporting.
- Created training products for new hires and successfully trained several new hires.

Hotsauce Technologies - Technical Support Lead   February 2008 – January 2009
- Lead Technical Support representative handling issues on proprietary restaurant POS software via remote access.
- Resolve customer issues on hardware, software and Microsoft SQLServer databases.
- Performed customer training on the software to help customers deal with usage issues.
- Maintained issues and log of software and hardware issues in Salesforce.com
- Manage and wrote SQL Scripts to maintain the client's database.

G-Tech Computer Solutions – Owner   June 2007 – February 2008
- Performed remote and in person hardware, software, and SOHO fixes on Windows machines.
- Performed updating and break fix issues with customer-based computer hardware.

Harbor Payments Inc - Technical Support   November 2006 – April 2007
- Resolved customer issues with online payment systems and credit processing issues.
- Tracked payment issues using XML, HTML, SQL, and AS400.

iSigma – Technical Support Representative   May 2006 – November 2006
- Created a new product manual for new and current customers.
- Trained the largest new client the company had at the time.
- Resolved customer issues with prompt and professional behavior.

DHL Global Mail – Sr. Technical Support and Trainer   January 2005 – May 2006
- Provided support and tracking reports for sales team via custom Oracle SQL reports
- Created and maintained images for sales laptops and desktop computers.
- Assisted in network infrastructure upgrades in cabling, network stacks and maintaining cabling
- Handled all on boarding and off boarding Active Directory set ups and permissions for employees in AD.

Education

Masters of Information Technology	American InterContinental University- Atlanta, GA
Masters of Secondary Education	Georgia State University – Atlanta, GA
Bachelor of Science	Georgia Southern University – Statesboro, GA

LinkedIn Profile

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