

Spencer Dale Gipple

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EXPERIENCE

NC Department of Transportation

Raleigh, NC

Senior Support Analyst

April 2017-Nov. 2017

- Answered 40-80 calls per day to troubleshoot Windows and mobile devices, and reset passwords.
- Created and resolved up to 100 tickets per day, and logged tickets in HEAT case tracking system.
- Created, modified, and deleted user accounts in Active Directory.
- Added, modified, and removed user Workstations in Active Directory.
- Modified Employee Directory to keep it up to date.

Hudson's Bay Company

Jackson, MS

Hardware Analyst

Dec. 2015-Feb. 2017

- Hosted weekly meetings to discuss outstanding tickets and where to focus efforts.
- Served as lead point of contact on team for escalated hardware issues.
- Generated metrics to identify and analyze support trends.
- Analyzed and resolved hundreds of issues related to PCs, printers, and thin clients.
- Replaced and salvaged hardware parts as needed; maintained part inventory.

Wells Fargo

Winston-Salem, NC

Technical Writer

March 2015-Oct. 2015

- Authored and published roughly 15-20 documents to assist DBAs in using in-house developed application for database administration, user certification, and licensing validation.

Cisco

Research Triangle Park, NC

Licensing Contract Analyst

Nov. 2014-March 2015

- Provided support for company clients regarding contract information and subscriptions
- Generated spreadsheets detailing client coverage for Sales team to reference.

Red Hat Inc.

Raleigh, NC

Service Desk Team Lead

Sept. 2008-Jan. 2014

- Developed and executed dozens of projects to improve Service Desk efficiency and visibility e.g., ways to streamline processes, improve scalability and take ownership of tasks from other teams within IT.
- Implemented large-scale transitions to new ticketing systems; educated team on rollout.
- Interviewed, hired, and trained more than 15 team members in growing department.
- Generated and analyzed weekly reports to assess team members' performance; provided feedback and strategies on improving rate of ticket resolution and customer service skills.
- Resolved more than 150 high priority issues and escalations as primary point of contact.
- Trained new company employees, specifically teaching the basics of Linux to unfamiliar users.

- Served as single point of contact in company's 52 worldwide offices for all shipping issues.
- Managed all inbound packages and mail for company headquarters daily.
- Collaborated with Accounts Payable to ensure timely payment of all worldwide invoices.

EDUCATION

University of North Carolina

B.A., Journalism and Mass Communication

Chapel Hill, NC

May 2006

- Staff Writer and Copy Editor, *Daily Tar Heel*, a student-run newspaper with readership of over 38,000 on campus and in the towns of Chapel Hill and Carrboro.

SKILLS AND AWARDS

- Proficient in troubleshooting Windows, MacOS, Linux, and mobile devices.
- Proficient in using ticketing systems, including HEAT, Remedy, Service Now, and others.
- Proficient in using Active Directory to manage user accounts and Workstations.
- Proficient with remote support applications like Bomgar, VNC, Webex.
- Able to multi-task and work well under pressure.
- Strong organizational and interpersonal communication skills.

INTERESTS

- Playing intramural sports; following professional/college sports (ACC basketball, NFL, MLB).
- Learning and testing new technology, in Windows, MacOS, and Linux environments.
- Traveling to NFL and MLB stadiums and surrounding cities.