SETH MELTON

Senior Field Service

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EXPERIENCE

Senior Field Service
ZF-TRW Inc

Present
Farmington Hills, MI

- Provide both deskside and phone end-user support for 1500 employees. This includes laptop, desktop, and lab environments
- Troubleshooting and administration of software distribution, installation issues, licensing, and office automation
- Diagnosis and repair of Dell and Lenovo desktops and laptops. Including ordering of parts and installation
- I have trained new employees, remote help-desk, and end-users on new processes and procedural rollouts.
- Administer and maintain knowledge base documentation
- I was tasked with creating PowerShell scripts to be used by team for various needs.
- Remote support and training via travel and telecommute
- Created the inventory management system for North American locations
- Acted as backup for Team Leader when needed.

Senior Support
Handleman Co

01/2003 - 01/2005
Troy, MI

- Technical support via phone for Windows, PDAs, barcode scanners, and proprietary software
- Staging and repair of laptops, PDAs, and barcode scanners for field employees
- Traveled for district events to provide on-site system upgrades and support
- Worked with client to create new support procedures and knowledge base articles which were used by all support personnel

Senior Resource Support Agent
Chrysler

01/2000 - 01/2003
Southfield, MI

- Provided second level technical support to first level technicians as well as escalation management
- Supported hundreds of Chrysler dealerships nationwide running SCO Unix servers with X-25 satellite communications, modems, local and wireless networks, Chrysler proprietary dealership software and hardware solutions. Custom service hardware as well as IBM servers
- Acted as second level support to IBM field technicians in the US and Canada
- Created and trained new support processes and procedures. This included process flowcharts, knowledge base articles, and classroom training
- Interfaced with client on changes and roll-outs of new projects during weekly meetings with Chrysler IS management in Auburn Hills tech center

EDUCATION

Graduated
Lakeland High School

01/1995 - 01/1995
White Lake, MI

- Oakland Technical Center SW 1995: Completed a two year electronics program

SUMMARY

- Senior technician with over 20 years of experience in software and hardware support for both small business and corporate environments.
- In-depth knowledge of major operating systems.
- The ability to learn and adhere to corporate guidelines and work within a structured support environment.
- Skilled in technical documentation and training.
- Proficient with ticket tracking systems and escalation procedures.
- Highly effective team and self-management skills.
- Excellent communication skills.
- Exceptional end-user support, resulting in consistent positive customer feedback.
- Ability to multitask and complete projects within deadlines.
- Strong desire to take on new and challenging tasks.

SKILLS

Linux • Mac OS • Microsoft Office / 365 •
Red Hat • Suse • Unix • Windows •
PowerShell

LANGUAGES

English

PASSIONS

💎 My Family

💎 Linux

💎 Open-Source Software

💎 Music