Seth Melton

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**Summary of Qualifications:**

Senior technician with over 20 years of experience in software and hardware

end-user support for both small business and corporate environments.

* In-depth knowledge of major operating systems.
* Expert in logical diagnosis and repair of hardware and software based

problems.

* The ability to learn and adhere to corporate guidelines and work within a

structured support environment.

* Skilled in technical documentation and training.
* Proficiency 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:**

Microsoft operating systems and servers (3.0 and up) Microsoft Active

Directory, Microsoft Office products, Novell GroupWise, Norton Ghost,

Symantec Endpoint Protection, Symantec, Altiris, TCP/IP, Cisco VPN, VNC, RNC,

PGP, McAfee Encryption, SCO Unix, and various Linux distributions including

Red Hat, Debian, Suse,NixOs,Arch, and Mac OS

**Work Experience:**

**ZF-TRW Inc. (2005-Present)**

Senior Field Service

* 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.

* Effectively trained new employees, remote help-desk, and end-users on new

processes and procedural rollouts.

* Administer and maintain knowledge base documentation.
* Remote support and training via travel and telecommute.
* Created inventory management system for North American locations.

**Handleman Co. (2003-2005)**

Senior Support

* Technical support via phone for Windows, PDAs OS, 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.

**Chrysler / DCX (2000-2003)**

Senior Resource Support Agent

* 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 1995: Lakeland High School – White Lake, MI

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