TROY EKDAHL

Harker Heights, Texas 76548

(254) 247-2461 - troypekdahl@gmail.com

PROFESSIONAL SUMMARY

Demonstrated ability to complete tasks accurately despite interruptions and high demands.

Reliable, goal oriented and fast pace learner.

Disciplined and has exceptional communication skills.

SKILLS

- Technical Troubleshooting
- Active Directory Domain Services
- Computer Networking
- DHCP and DNS
- Data Backup Solutions
- Technical Troubleshooting/Support
- Microsoft Windows Server
- Virtual Machine Operation
- Documentation and Recordkeeping
- Workstation Maintenance
- Electrical Experience (1 year)
- Freight Experience (5 years)
- Logistics (5 years)
- Quality Control (10+ years)
- Quality Assurance (10+ years)
- Help Desk Support

WORK HISTORY

11/2021 to Current

Service Operator

CGI Group – Belton, TX

- Provided Tier 1 IT support to non-technical internal users through desk side support services.
- Resolved diverse range of technical issues across multiple systems and applications for customers and end-users across various time zones.
- Used ticketing systems to manage and process support actions and requests.
- Assisted customers in identifying issues and explained solutions to restore service and functionality.
- Managed some account access in Active Directory
- Provided support for Citrix Gateway and Cisco Anyconnect VPNs
- Managed high levels of call flow and responded to technical support needs.
- Translated complex technical issues into digestible language for non-technical users.
- Collaborated with supervisors to escalate and address customer inquiries or technical issues.

| 01/2021 to 04/2021 | **Order Selector** |

HEB – Temple, TX

- Transferring products by utilizing variety of forklifts from warehouse to trucks.
- Performed scheduled and unscheduled maintenance on forklifts.
- Operated equipment per SOP to prevent equipment damage.
- Procured merchandise and stored it in safely manner with zero to no downtime.
- Followed safety guidelines per company policies.
- Ensured that performed tasks meet company and productivity goals.
- Train to troubleshoot problems between communication with computer to outbound selector.

| 09/2019 to 12/2020 | **Order Selector** |

Walmart – Temple, TX

- Transferring products by utilizing variety of forklifts from warehouse to trucks.
- Performed scheduled and unscheduled maintenance on forklifts.
- Operated equipment per SOP to prevent equipment damage.
- Procured merchandise and stored it in safely manner with zero to none down time.
- Followed safety guidelines per company policies.
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| 03/2015 to 06/2019 | **Logistics Specialist** |

Walmart Distribution Center – Temple, TX

- Monitored and organized logistics documents, including bills of lading, delivery receipts, packing lists and load tags.
- Provided product shipment delivery quality control, eliminating downtime to maximize revenue.
- Eliminated process discrepancies, directed budget and personnel by establishing supply/inventory control management functions.
- Planned and prioritized day-to-day shipments and billing in collaboration with warehouse and sales team.
- Coordinated import and export operations and ensured adherence to schedules and deadlines.
- Teamed with freight forwarder to verify vendor booked correct time for shipments and vendors to receive updates on delayed or early bookings.
- Scheduled shipments to customer warehouses via in-house tracking system.
- Dispatched 50 carriers per day.
- Conducted inventory checks and resolved discrepancies.

| 06/2008 to 07/2015 | **Crew Trainer** |

McDonald's – Harker Heights, TX

- Developed and implemented strategies to enhance team performance, improve processes and increase efficiency.
- Handled escalated customer complaints to provide full resolutions and promote loyalty.
- Trained workers in every position, including food preparation, money handling and cleaning roles.
- Identified, investigated, and corrected operational issues such as inventory waste or theft to keep business operating at optimal levels.
- Instructed new team members on correct procedures for all areas of operations.
- Worked alongside junior employees to improve performance, food safety and customer service.
- Kept facility and equipment in optimal working condition through regular preventive maintenance and repair schedules.

EDUCATION

02/2022   **Vocational School**: **Network Engineering**
CyberTex Institute of Technology - Killeen, TX
· 9-month course focused on Networking, Security, Administrating Servers and Systems.
· Training for A+, Network+, Security+, Linux+ certifications
· Training for managing Windows Workstation Operating Systems and Windows Server Operating Systems.

06/2010   **High School Diploma**
Killeen High School - Killeen, TX