Technical Engineer/Support Manager Technical Engineer/Support Manager Technical Engineer/Support Manager - Mersive Technologies Inc Denver, CO Seeking a full-time career utilizing my education, and experience working in the IT field. High energy, outgoing, quick learning IT enthusiast, up to date with current software packages and operating systems, with on-site and remote support on a variety of platforms. Seasoned Technical Engineer, having over 6 years of in-field experience with different companies. I have amazing problem-solving skills as well as great overall technical expertise. Amazing with customer success and problem resolution! Work Experience Technical Engineer/Support Manager Mersive Technologies Inc November 2016 to Present Lead Technical Support Engineer - Support escalated tickets, lead support for all Mersive related technical issues, overall lead support and management, manage tier 1 & tier 2 support team

  Support all technical issues for customers and internal; SCCM Administration, network deployment and technical environment support   Remote or on-site support of all Mersive products, hardware/software   Software development in Visual Studio C++ for new software features and updates, dev projects, new feature development   Testing/Q&A Test new software/hardware before release, find bugs, implement needed changes   Internal IT Support Manager; internal technical support for Mersive; supervise support teams; customer success and technical support team management Technical Project Manager Version Control August 2016 to November 2016 MetLife (3-month contract)   Maintain internal project access and project support   Give/Deny project access, deploy software, allocated resources/access   SCCM Administration, StarTeam, Build Forge   Create/Build new projects, give assignment, work allocation/management   Review/Edit dev database scripts. Q&A Debugging scripts of SQL, Java   Find/Fix bugs within scripts Information Technology Admin, Database Manager FileMaker Development April 2016 to August 2016 Kalisher (3-month contract)   On-site Technical Support; at both Office/Factory   MAC/MAC OS Systems Support   FileMaker Development, Database Management, in-house development for company system   Design, Develop, & Maintain FileMaker solutions and apps for any internal company need, as well as clients   Maintain FileMaker Server database and macOS servers Defined/Developed applications and solution practices to improve productivity using FileMaker

JAVA, C++, SQL; Debug Scripts; Application development   System Administrator, Network/Server, Data Security and Backup   TCP/IP, WAN, LAN, VPN, WAP   PC/MAC Desktop Troubleshooting, Overall IT support for company; Identified and solved technical issues with a variety of diagnostic tools.   Salesforce Administrator Technical Support Specialist HCL Technologies October 2015 to April 2016 6-month contract)   Troubleshooting desktop/laptop technical issues on client computers, break/fix and overall PC/MAC support   Installed software, modified and repaired hardware and resolved technical issues, Customer care/support, remote/onsite Customer success, Fix all clients problems/technical issues   Troubleshooting wide variety of applications and software/hardware issues, Identified and solved technical issues with a variety of diagnostic tools Active Directory, SCCM, DameWare, Teradata SQL, Mainframes, SAMI, Pass Tools, Service-Now & Remedy ticketing systems and more; Advanced work with Service Now and Remedy   VPN, VMware, Microsoft Exchange, Service Desk, Citrix Apps, Microsoft Certified, MaxMC, Networking/Mapping, Remote PC Support, and more   Managed call flow/queue and on-call support for critical technical issues from VIP clients, while also supervising the team and giving support Technical Support Engineer Citrix Systems June 2015 to October 2015 3-month contract) Troubleshooting technical issues for Citrix client support, from Citrix applications and general PC/MAC Support. Via phone, email, chat, or in person on-site at client location.   Technical customer care/support, IT Help Desk, Remote or On-Site, Break/Fix Hardware, Software Support In-depth Citrix application knowledge and client support for; GoToMyPC, XenApp, XenDesktop, ShareFile, GoToMetting, Citrix Cloud Salesforce, Service-Now, Remedy   Effectively communicated with clients throughout the day, Customer Service & Success   Supporting technical issues, PC/MAC, Citrix Applications, Software/Hardware and using Service-Now and Remedy Ticketing Systems IT Administrator Aquacity Inc December 2012 to June 2015 IT Admin and Manager; Desktop Support, Technical troubleshooting, IT onsite/remote support, Maintain systems/network, overall technical management for Aquacity Inc.   FileMaker Development for internal company solutions/applications   Troubleshooting, overall support of software/hardware issues   Database management, Database Design/Development, Data entry   Web Design, Website Maintenance,

(www.aquacity.com), Website management	Access, Oracle, SQL, Microsoft apps, Network, Windows Server, HTML5, JavaScript and more Education Bachelor of Science in Computer Science & Information Technology DeVry University - Morrisville, NC 2013 Skills SQL (3 years), DATABASE (3 years), ORACLE (2 years), ACCESS (2 years), JAVASCRIPT (2 years), Helpdesk Support, Service Desk, Tech Support, Desktop Support, Help Desk Links https://www.linkedin.com/in/dieselpotts Additional Information Technical Skills	Languages	C#, C++; Microsoft Visual Studio; SQL; MySQL, Python	Java, JavaScript, HTML, CSS, and more Platforms	Windows 7/8/10, Apple macOS, Linux, Ubuntu, iOS, Android, Windows Server, Microsoft Exchange, UNIX, Oracle Database	SQL, My SQL; Microsoft SQL Server; FileMaker, FileMaker Server; Teradata, Access, Oracle	Applications	SCCM; SCCM Admin, Microsoft Exchange Server, Active Directory, Eclipse, Windows Server, Visio, Visual Studio, Dreamweaver, Visual Logic, Oracle, SQL, X-Code, DameWare, Teradata SQL, Mainframes, SAMI, Pass Tools, VMware, Citrix, MaxMC, Mobile Iron, RSA, VPN, DNS;	Service Now, Salesforce; Salesforce Admin, Scripting, SharePoint, GoToMeeting and all Citrix apps; all Microsoft Office including, Access, Publisher, Project Manager

Name: Heather Perez

Email: deborahjames@example.net

Phone: 969-962-9248