Office Manager Office Manager Office Manager Self-motivated professional with outstanding oral and written communication skills. Highly knowledgeable in computer software development. Experience performing quality assurance testing and consultative services for customers. Work Experience Office Manager Blue Caffe - Salem, NC July 2016 to May 2019 Installed software updates and vulnerability patches on [Type] servers to prevent possible threats from penetrating networks Observed system functioning and entered commands to test different areas of operations Set up new desktop systems and configured laptops for incoming employees, loading required software and server permissions Developed robust online knowledge base for support staff to reference when responding to requests for assistance Multitasked across systems and applications and resolved broad range of technical issues Documented repair processes and helped streamline procedures for future technical support actions Conferred with vendors to obtain replacement hardware or software and escalate more complex concerns Configured new employee work stations, including all hardware, software and peripheral devices Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes Received inbound phone calls from customers to provide first-level support and remotely troubleshoot issues with service, equipment or customer accounts Worked with supervisors via live chat to address customer inquiries or technical issues beyond scope of expertise Updated software versions with patches and new installations to close security loopholes and protect users Resolved customer complaints and concerns by applying strong communication, conflict resolution and negotiation skills Responded to assistance requests from users and directed individuals through basic troubleshooting tasks Explained technology-related details in easy-to-understand terms to individuals from all walks of life and in various job positions Updated and processed programming changes, equipment upgrades and customer and billing information Documented and updated case notes for each customer and work order Removed malware and viruses from laptops and desktop systems using specialized software Implemented [Type] and [Type] techniques for conducting routine maintenance on servers and systems, keeping networks fully operational during peak periods Disassembled computer systems to troubleshoot and resolve hardware issues

Communicated with customers to identify issues, walk through solutions and initiate corrective actions to restore service and functionality Network Administrator/ Consultant/ Systems Manager Vassit Technology - Washington, DC January 1999 to January 2005 Established policies and procedures for publishing Web pages and applications in conjunction with content creators and sales staff Updated hardware and software upon availability and supervised the network to eliminate issues immediately Determined and alleviated hardware, software and network issues Handled network configurations late in the evening and on weekends to alleviate downtime and ensure smooth operations Monitored system upgrades, which included patches, service packs, hot fixes and new configurations Installed and supported hardware and software, including desktops, servers and printers Researched, recommended, configured and supported hardware and software for multiple departments Integrated and coordinated new security procedures and measures to protect the network Transferred private folders to new exchange servers in collaboration with network administrator Identified network products and services that would be a great fit for network development Participated in on-call shifts at certain times, including holidays and weekends in case of system or network-related emergencies Deployed software patches to alleviate vulnerabilities Delivered software patches to network computers and performed regular data backups to ensure security processes were compliant Uploaded, configured and managed antivirus detection software and email applications Handled all maintenance tasks to promote improved network availability Worked closely with end users to solve problems related to hardware and software Resolved network issues through troubleshooting methods to ensure smooth system operations Education CIS Certificate in IKON Office Solutions Strayer University - Washington, DC Skills BUSINESS OPERATIONS, OPERATIONS, BILLING, CUSTOMER ACCOUNT, REMOTE ACCESS Additional Information Skills New customer account setup Process direct billing and third party billing Assist customers with billing and agreement inquiries Respond to a plethora of emails pertaining to customers and other business operations Process and troubleshoot incoming service calls and Dispatch service requests to technicians Create operating procedure manuals pertaining to office procedures, network procedures, and multiple operational software procedures Added and

remove/disabled users from network Setup users for remote access Assisted in establishing policy and implantation for removal of units Researched and discovered patches for software issues Troubleshoot network and workstation/   computer problems   Involved in network change, implementation and fault tolerance Instrumental in discovery of business bottlenecks

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