Customer Support Representative & Technical Support Customer Support Representative & Technical Support Customer Support Representative & Technical Support - IntelliTime Systems Corporation Santa Ana, CA Microsoft Certified Professional possessing experience from over 19 dedicated years in technical: support, automation and implementations in both the private and federal sectors. Work Experience Customer Support Representative & Technical Support IntelliTime Systems Corporation - Santa Ana, CA 2012 to Present   Developed deep knowledge of the IntelliTime Virtual Timecard Interface (VTI)   Answered how-to questions and help clients navigate a variety of tools within IntelliTime.   Answered phone calls/emails and responds to all customer inquiries including, but not limited to documenting complaints and setting up new change orders. IntelliTime software Upgrades Manager.   Diagnose software issues and engage with our Support and Engineering teams using established processes.   Software debugging and regression.   SQL database administrator   Provided expert level customer support.   Assist sales representatives in preparing and performing product demonstrations to prospective clients.   Provide training for customer administrative staff and users.   Managed Support voicemail. Public Records Technical Support Specialist HireRight - Irvine, CA 2010 to 2012   Product development for over 300 products.   Creation and execution of detailed test cases.   Test, implement and maintain automation. Effectively drive and facilitate group tasks, and promote a team environment.   Hardware certification and configuration testing.   Performance testing and results analysis.   Bug reproduction and regression.   Identify, and troubleshoot software issues.   Work closely with quality assurance (QA) and development teams for timely resolution of compatibility issues. Quality Control, ensuring PRD guidelines are met; team member contributions are error free and accurate.   Perform research to acquire new knowledge necessary to perform assigned tasks, and maintain a process of technological evolution. Security Analyst I Northrop Grumman, Technical Services - Redondo Beach, CA 2009 to 2010   Entry point of an enterprise-wide effort mandated by federal government to increase overall security for all federal employees and contractors Responsible for establishing 23,000 Aero Space Systems employees badges; 1200+ personally issued in accordance to Homeland Security Presidential Directive 12.   Validate employee

credentials such as Department of Defense and internal clearances   Collected and submit electronic fingerprints, handprints and optical reading or readings into security systems for verification IT Analyst, IT II NASA Shared Services Center 2006 to 2008 Contract through CSC/Saitech)   Maintained Kofax imaging system back-up and, department metrics database Trained document imaging staff on Kofax client usage and managed imaging user accounts Provided help desk support for system problems and network connectivity   Decreased document processing time by 10 to 15 minutes per document by developing and implementing various automations and scripts into the workflow   Awarded Public Service Group Achievement Award, Presented by The National Aeronautics and Space Administration   Received Certificate of Appreciation, Presented by NASA Shared Services Center Network Infrastructure Support & Technical Support Specialist Selltis, L.L.C - Mandeville, LA 2005 to 2006   Maintained trouble tickets and work logs of daily data communication transactions, problems and remedial actions taken, installation activities, or escalations   Provided desk-side and remote support via Citrix and/or phone, email   Troubleshooting Microsoft Word print template scripting and HTML templates Supported internal network infrastructure, desktop support (Windows XP Pro and 2000 Pro), server migration, server cloning and, new server setup   Responsible for new company implementations: process included installing new server software, FTP applications and, setup of new users Provided customers with remote support after evacuating for hurricane Katrina in 2005 Applications Engineer & Technical Support Bay Technical Associates 2004 to 2005   Trained employees and clientele on BayTech's, Global Power Management Software   Provided help desk support for BayTech's approximately 1000 products   Established a test bed for public and private usage, implementing all products manufactured by BayTech   Created and maintained database of company production discrepancies and client issues   Supports internal network (Windows 2000), desktop support (Windows XP Pro and 2000 Pro), system migration (Windows 98-2000 Pro), new system setup (XP Pro and 2000 Pro), network printing (Zebra, HP, Brother), and network connectivity   Microsoft subject matter expert for the technical and sales staff Education AS in Liberal Arts Pearl River Community College - Poplarville, MS 2003 Skills Sql, Sql queries, Visual

basic, Microsoft visual basic, Microsoft visual basic 6.0, Visual basic 6, Visual basic 6.0, Document imaging, Document management, Imaging, Remedy, Java, Microsoft windows, Microsoft office, Photoshop, Act!, Adobe photoshop, Customer Support, CSR, Customer Service Additional Information Technical Skills Document Imaging Document Management Technical Writing Ascent Capture Suite 7.5 Selltis Sales   Microsoft Windows Microsoft Visual Basic 6.0 Microsoft Office Suite VB & Java Script SQL queries   Adobe Photoshop Adobe Forms Designer ACT! Remedy

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