

Video Repair Agent Video Repair Agent IT Contractor Worcester, MA Goal oriented results driven team player. Over 7 years of experience in the field. In-depth knowledge of troubleshooting, optimization, and implementation of hardware and software E.G.- PC Mac Linux Servers & Workstations

Work Experience Video Repair Agent Charter Communications - Worcester, MA April 2019 to Present Answer and direct 30+ calls daily, with the goal of managing customer accounts, responding to service queries, all the while maintaining and delivering a high level of quality service

Required to research and manage accounts to provide comprehensive technical support to customers and assist upper management with customer issue resolution Create training material to improve current processes

IT Contractor Various Clients and Locations - Boston, MA March 2014 to Present Installed and terminated category cabling and fiber optic cables Category 5e, Category 6 Re-imaged over 100 workstations to Windows 7 using Ghost Symantec Transferred user data from Windows XP to Windows 7 using Nontransferable Installed and performed connectivity test on numerous cisco routers Followed up with user to ensure workstation was functioning properly

Queue Management Analyst Amazon.com - Boston, MA July 2017 to July 2018 Executed assigned tasks within stipulated timelines and at high quality Translated established guidelines into daily work practices Identified potential issues and notified team manager of the risk and impact of the issue Contributed to process improvements to reduce handling time and improve output

Generated reports on key metrics specific to functional area on a weekly basis Handled unique data analysis requests and conducted root cause analysis and recommended corrective actions for a range of data customers Participated in weekly review discussions/calls

Customer Experience Representative Comcast - Malden, MA March 2016 to July 2017 Conferred with customers by telephone in order to provide information about products and services, to take orders or cancel accounts, or to obtain details of complaints. Determine charges for services requested, collect deposits or payments, and/or arrange for billing Communicate and coordinate with internal departments in order to properly assist each customer

Network Security Administrator Carney Hospital - Boston, MA March 2014 to August 2014 Maintained network system security and ensured that all systems were operating correctly Added users to a network and assigned and

updated security permissions on the network      Installed and maintained network hardware and software      Designed workflows to be used as a training manual for future employees

Career Service Assistant Boston College Law School - Newton, MA May 2013 to August 2013      Coordinated calendar and schedules including: coordinating calendars for several managers and coordinating events for department      Posted multiple jobs on internal Symplicity site, a web-based employment database      Facilitated correspondence between current/former students and counselors

Operations Analyst UBS - Stamford, CT August 2012 to February 2013      Created and maintained databases using Microsoft Access 2010      Maintained department specific workflows using Microsoft Visio 2010

Created monthly presentation used for headcount governance using Microsoft PowerPoint 2010

Responded to requests via email and telephone for the department      Scheduled appointments utilizing Microsoft Outlook 2010

Global Helpdesk Technician Bloomberg LP - New York, NY February 2011 to January 2012      Provided user support for Bloomberg software such as installations, imaging, remote desktop troubleshooting, Citrix virtual private network connection configuration, Active Directory maintenance, printer and intranet mapping, and Cat 5 cable installation      Assisted in maintaining a global desktop queue      Installed and troubleshot Bloomberg terminal's, Bloomberg API, and Bloomberg News Macros used globally by Bloomberg employees

Troubleshot VPN accounts and VPN tunneling

Skills DATA CENTER, NETWORKING, TCP/IP, WINDOWS 7 (4 years), WINDOWS XP (4 years), Customer Service, Sales, Customer Service, Excel

Additional Information TECHNICAL SKILLS      HTML, Flash, Macromedia Shockwave, Dreamweaver, Adobe Photoshop Adobe Acrobat, Adobe Illustrator, Microsoft Visual Basics, TCP/IP, Various Protocols, Microsoft Office, VMware, VMware Fusion, Network Software Installations, Windows 98, 2000, XP, Vista, SCSI, Networking Essentials, HDD, CD-ROM, DVD      Operating Systems - Windows Vista, Windows XP, Windows 7, Linux Red hat, Knoppix, Windows Server 2003(Data Center Edition & Enterprise). Server 2008 AST

Name: Dawn Ross

Email: robert77@example.org

Phone: 445-221-0822x602