

Technical Support Manager Technical Support Manager Technical Support Manager - Convergys Clearwater, FL Work Experience Technical Support Manager Convergys - Tampa, FL 2007 to Present Team Manager Supports Dell Latitude and Inspiron Laptops, OptiPlex and Dimension PCs, and Dell Workstations January 2017 to January 2017 Administers L1 cache support; achieved L2 cache support in 2 years and promoted to Supervisor in 2010. Troubleshoots comprehensive network systems including desktops, laptops, printers, and wireless issues. Communicates in-depth technical information in comprehensible terms to diverse audiences on a daily basis. Assists customers in resolving internet, wireless, hardware and software, and Windows XP and Vista problems. Leads in interpretation, analysis, and resolution of all technical challenges, immediately resolving 98% of issues. Conducts group and individual training for 150+ internal and professional technical staff in technical skills, customer service, and applicable processes, improving overall performance by 93%. Network Administrator/Help Desk Support SARATOSA COUNTY GOVERNMENT - Sarasota, FL 1997 to 2007 Sarasota County Fire Department and Sarasota County Customers: Hardware and Software IT Support Regularly maintained expensive computers, servers, back-up systems, databases, and other equipment. Effectively conducted research of numerous brands including Dell, HP, BlackBerry, and all cell phone models. Assessed the value of organizational systems and oversaw network implementation, improving efficiency by 93%. Provided comprehensive troubleshooting of network systems including desktops, laptops, printers, wireless issues, BlackBerry smartphones, and cell phones. Administered and supported internal LAN/WAN infrastructure consisting of Windows XP Active Directory and 1500+ Windows XP Professional desktops and laptops. Achieved defined goals and successfully met 100% of all deadlines on installation, upgrade, roll-out, and troubleshooting projects for large scale county networking of 3000+ Systems. Education Associate of Applied Science in Electronics in Electronics DeVry Institute of Technology - Columbus, OH Bachelor of Science in Accounting in Accounting Shaganand College - Gujarat, IN Skills Printers, Avaya, Tcp/ip, Wins, Malware, Ethernet, Raid, Ms office, System integration, Symantec, Customer relations Additional Information Core Competencies Troubleshooting & Resolutions Customer Relations Team Development & Training System

Integration Remote Support Improved Productivity & Efficiency Software Support Protocol:
TCP/IP, WINS, Ethernet Network: LAN/WAN, U1/U2 Servers Operating Systems: Windows OS,
Mac OS Software: MS Office Suite, Active Directory, proxy, ACL, Subnetting, ip4 & ip6 Security
Technology: Firewalls, Anti-Virus, Spyware, Malware, SSH, SSL, Symantec, Veritas Hardware:
Motherboards, Modems, Printers, Scanners, Network Cards, NIC's, Motherboards, Hard Drives
(ATA, S-ATA), Bay Drives, CPU's, RAM, Expansion cards, Desktops & Laptops (Dell Latitude, Dell
Inspiron, Dell OptiPlex), Workstations, Rack Mount Servers, RAID arrays (0,1,5), Avaya Phone
Systems

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