

Advanced Support Analyst - L2 Advanced Support Analyst - L2 Advanced Support Analyst - L2  
Atlanta, GA Work Experience Advanced Support Analyst - L2 Spring Mobile Solutions - Atlanta, GA  
July 2016 to March 2018 Member of on-site implementation team responsible for deploying Springs  
CPG mobile sales application to over 117,000 users. Empowering North American bottlers to reduce  
operating costs, increase workforce efficiency and drive revenue growth. Provided level two  
support of all incoming incidents, ensuring communication between integrated systems and  
successful processing of customer orders and deliveries. Utilized Service IT to manage technical  
support tickets, adhering to ITIL incident management process flow and within business SLA's.  
Built and executed SQL queries to troubleshoot and validate data inconsistencies. Implemented  
and managed resource monitoring solutions to report real-time metrics of network and server  
performance to business partners and senior management. Coordinated with business users and  
technical groups to review open incidents, validate data configurations and coordinate the  
implementation of network and system updates. Senior Software Support Analyst Intradiem, Inc -  
Alpharetta, GA February 2015 to April 2016 Member of Tier 3 helpdesk team tasked with providing  
technical support and case management until ticket resolution. Drove the resolution of customer  
issues by defining and diagnosing issues utilizing technical expertise, product knowledge,  
communication and problem-solving skills. Prioritized issues of varying severity, and effectively  
managed the resolution or escalation of all issues within accepted service levels. Conducted root  
cause analysis for high priority technical issues and keep detailed documentation of all steps in  
Salesforce CRM. Interfaced with Technical Operations and Success Management teams to  
escalate cases with significant business impact to the company or the customer. Interactive  
Designs, Inc - Alpharetta, GA March 2006 to February 2015 Software Support Manager Interactive  
Designs, Inc 2011 to 2015 Managed the support team in the day-to-day support of proprietary POS  
application. Oversee vendor and client relationships, resolution of escalated support requests and  
direction of department workflow through project assignment and responsibility delegation.  
Assisted in the development and implementation of problem tracking and reporting system and  
policies to document and track problem tickets to issue resolution. Designed and initiated

procedures for problem identification, tracking and documentation reducing problem ticket resolution time in half. Utilized SharePoint platform to manage customer support issues. Database Administrator Interactive Designs, Inc 2008 to 2011 Conducted SQL Server database installations, configurations and maintenance. Configured LAN and WAN implementations utilizing SQL replication to provide data sharing between multiple offices and ensure redundant backups of transactions. Synced SharePoint lists to SQL Database servers to store user content. Scheduled and perform weekly database audits to maximize system performance. Utilize SQL Server Reporting Services to improve processes and drive system efficiency. Software Support Technician 2006 to 2007 Utilized SQL queries to identify problems with data and determine steps for resolving product issues. Conducted software installations, pc hardware configuration, maintenance, and technical support for end users. Completed Microsoft certifications to earn quick promotions and elevated responsibilities. Education Bachelor of Arts in Political Science Morehouse College - Atlanta, GA Assessments Critical Thinking Expert August 2019 Using logic to solve problems. Full results: [https://share.indeedassessments.com/share\\_assignment/zg-flai5qid3sccq](https://share.indeedassessments.com/share_assignment/zg-flai5qid3sccq) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Karen Harrington

Email: frank72@example.net

Phone: 332.947.8073x88948