

Technical Service Engineer Level III Technical Service Engineer Level III Technical Service Engineer Level III - Axis Communications Worcester, MA Work Experience Technical Service Engineer Level III Axis Communications - Chelmsford, MA December 2013 to January 2019 Communicate with clients through emails, chat, and phone to solve their technical issues Properly escalate unresolved issues to appropriate internal teams Diagnose and troubleshoot software and hardware problems Research and identify solutions to software and hardware issues Help customers install applications and programs Monitor network and systems to improve performance Maintain, repair and upgrade network and computer systems Write reports of assessment based findings, outcomes, propositions and preventative maintenance Prepare and document standard operating procedures and protocols Assist in training new hires within the department Network Administrator Imperial Cars - Mendon, MA 2010 to 2013 Migrated network from server 2003 environment to 2008 Implemented and managed Cisco call manager server, UCCX, and voicemail server Managed telecommunications needs Managed 250 users and devices Worked help desk tickets in-house Prepared and maintained documentation of network configurations Provide hardware and operating system including mobile support Education Master Certificate in PC and Networking Design in Security The Career Institute of American International College - Framingham, MA February 2009 Certifications/Licenses Network + March 2009 to Present Axis Certified Professional June 2012 to Present HDI Desktop Support Technician August 2017 to Present ExacqVision June 2017 to Present

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