

Albert Rudy Campos Jr.

Technical Support Professional

Energetic, results-driven individual with proven skills in troubleshooting, analyzing and resolving complex technical issues. Critical thinker who provides world class customer support exceeding expectations. Level-headed and calm in stressful situations with well-developed people skills.

Experience

Tier 3 Technical Support Agent

Inspired eLearning – San Antonio, TX

Aug 2018 – Present

- + Provided second line phone, email, and chat support; escalated issue to internal resources as needed.
- + Served as the technical advocate for customers, providing information on best practices for utilizing company and partner products.
- + Applied custom modifications to applications using moderate HTML, JavaScript, CSS and XML.
- + Assisted customers through technical setup, including IMS and HRIS integration.
- + Maintained high level of customer communication while documenting engagements in internal systems (i.e. Salesforce, Desk, JIRA, and others.)
- + Served as an escalation point for technical support team by gathering stakeholders and owning customer communication, technical troubleshooting, and resolution with a high degree of client satisfaction.
- + Mentored team members on support process and troubleshooting best practices.

Tier 2 Technical Support Agent

Inspired eLearning – San Antonio, TX

April 2017 – Aug 2018

- + First line phone, e-mail, and chat support; escalating to internal teams as needed
- + Provided cyber security awareness course packaging using entry level JavaScript, HTML, and XML languages to ensure connectivity to clients Learner Management System.
- + Provided tier two support for all clients and for our internally developed Learning Management System and training courses as needed.
- + Assisted clients in setting up SAML connections to authenticate users as well as setting up LDAP connection for maintenance of user profiles.
- + Reviewed and tested course content for bugs, errors or content correction and escalate to the proper development teams.
- + Educated clients on generating reports and/or building customized report request for clients as need

Personal Info

Address

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Apt 5420
San Antonio, TX, 78249

Phone

210-577-2051

E-mail

Acampos892@gmail.com

LinkedIn

<https://www.linkedin.com/in/albert-campos-2a923979/>

Skills

Strong troubleshooting skills
Strong customer service skills
Ability to learn new systems quickly
Strong analytical skills
Strong leadership skills
Strong written communication skills
Reliable with assigned task
Positive and encouraging team Player
Ability to work under pressure
Critical Thinker
Self-starter

Software & Coding Languages

HTML5, CSS3, JavaScript, Postman API
Knowledge of REST & CURL API's
jQuery, C#, XML SQL.
Frameworks: React.Js, Node.Js,
Knowledge of Angular.JS. ASP.NET
Core w/Entity Framework.

Software:

MailGun, Microsoft: Visual Studio,
Windows 7/8/10, Microsoft Suite,
SharePoint.
Apple: Mac OS Sierra 10.x, iOS 1.1.5-
10.0, iMovie, iPhoto
Android: 1.5 "Cupcake"- 9.0 "Pie"
CRM: Salesforce, Service Cloud w/Jira
integration.

Operations Sr. Specialist III

Chase Bank – San Antonio, TX

Nov 2014 - Jan 2017

- + Supported operational practices for the purpose of maintaining effective controls based upon regulatory guidelines.
- + Kept current with compliance, servicing requirements and business controls.
- + Conducted targeted reviews to evaluate the compliance of business practices according to regulatory guidelines.
- + Reported results of reviews to the business along with recommendations to strengthen internal controls for the purpose of minimizing risk to the organization.
- + Conducted deep dive reviews to ensure that procedures are current and accurate to prevent operational risk.
- + Delivered quality output within established timeframes.
- + Utilized functional knowledge to escalate issues as appropriate.

Technology Operation Technician (JEP Internship)

Chase Bank - San Antonio, TX

Jul 2013 – Nov 2014

- + Provided 1st level desktop support for trouble tickets and managed those tickets that needed to be elevated and assigned to 2nd level support until completion to meet SLA's as required.
- + Maintained Computer Hardware.
- + Deployed, maintained, and configured Virtual Client Technology.
- + Maintained, installed, and configured VOIP Telephony Technologies (Cisco, Avaya).
- + Troubleshoot Microsoft Suite issue for end users.
- + Installed and moved phone lines for new/existing users.
- + Troubleshooted Network connections for users.
- + Responsibility for troubleshooting and supporting hardware and software for 800+ end users
- + Closed more than 1000 helpdesk tickets in the HP Service Manager ticketing system over a one-year period.

Education

San Antonio Coding Academy

Completed 2016

San Antonio, TX

Northwest Vista College

San Antonio, TX

Earl Warren High School

Graduated 2007

San Antonio, TX

Awards & Certificates

CIW Site Development Associate Certificate #76110

Certificate of Completion San Antonio Coding Academy

Agent of the Month (Chase I.T. Support) July 2014