**SUMMARY OF QUALIFICATIONS**

* 8+ years of telephone, e-mail and on-site customer service
* Working experience with technical, supervisory and general escalations
* Comprehensive working experience providing technical support for broadband internet, cellular phones, home computers, home and commercial networks
* Working experience in training new employees for customer support, technical support and escalations
* Proficient in troubleshooting databases, ticketing systems, account access systems and customer notation tools
* Vast experience with all versions of Microsoft Windows as well as Mac OS, Linux, iOS, Android and Blackberry.
* Designed, implemented, and maintained wired/wireless networks for corporate and residential customers

**ACHIEVEMENTS**

* Added new solution to the knowledge base for a specific IP issue with cable internet connectivity that is still used at Stream Inc.
* Held lowest average handle time for 6 months at ATT for Technical support
* Resolved over 500 escalated trouble calls for ACS in 6 months
* Helped develop new step-by-step pre-escalation checklist at ACS that helped reduce the number of escalated calls by over 20%
* Designed, implemented, and maintained over 60 small home and business networks.

**PROFESSIONAL EXPERIENCE**

March 2008 - Present PC Repair – Portland, OR

**Computer Repair Technician / Network Admin**

* + - * Resolved software issues such as virus removals, registry errors, corrupt system files, system reconfigurations, malware infections, corrupt data and software incompatibilities for residential and commercial clients.
      * Repaired home and office computer hardware problems including data backup/recovery, memory upgrades, drive upgrades/replacements, processor upgrades/replacements,
      * Worked with clients to evaluate needs for custom computer builds including budget, time frame, functionality and form factor (size)
      * Built over 200 custom desktop, laptop, and servers for both residential and commercial clients
      * Worked with residential and commercial clients to design wired and wireless networks based on cost and needs.
      * Designed, implemented and maintained more than 50 networks for homes and small businesses using Cat5, Cat5e, Fiber Optics, Coax, and all wireless varieties.
      * Maintained small and medium sized voice and data networks for homes, small and medium sized business including; physical traces, firewall/proxy configurations, router configuration, switching, sub-netting, and security.
      * Provided phone support of home and business customers

July 2007 – March 2008 Apex Anodizing – Portland, OR

**Facilities Maintenance / Wastewater Technician**

* + - * Performed daily preventive maintenance on all primary equipment used for production and support
      * Carried out numerous repairs on plating equipment as well as general, electrical, plumbing, structural, and building maintenance
      * Used required laboratory equipment to measure Ph. levels, heavy metal levels, and other toxin levels of all waste water and treated as required by the City
      * Worked to develop new preventive maintenance system that cut overall maintenance costs and operational costs
      * Participated in meetings to develop and communicate new individual and team objectives

Sep 2006 – May 2007 Stream International – Beaverton, Oregon

**Technical Support – Comcast Cable Internet Support**

* + - * Provided technical phone support with all connectivity, speed, email, home network, and escalation issues for cable internet services while maintaining low call average time and high quality scores
      * Assisted difficult customers on the escalations line utilizing specialized training
      * Utilized numerous support systems in place including knowledge bases, ticketing systems, call noting systems, time-card systems and escalation tools.
      * Trained new employees in the proper use of knowledge base systems, proper escalation techniques and phone service etiquette and tracked their strengths and weaknesses to better analyze training techniques
      * Researched questions on technical and non-technical issues using internal and external sources to provide exceptional customer service
* Created two new processes for establishing connectivity over a router based network that were added into the knowledge base

Jan 2006 – Sept 2006 ATT/Cingular Wireless – Portland, Oregon

**Customer Support – CSE (Collections) Inbound**

* + - * Worked with past due customers experiencing service interruption by setting up payment arrangements
      * Learned proper transfer, escalation and customer support techniques to assist all customers.
      * Worked with over eight different customer service systems due to a merger between ATT and Cingular
      * Maintained 95% quality level and low handle time for incoming calls

**EDUCATION**

* Cascade Job Corps - Business Technologies Degree
* Heald College – Working on Associates of Applied Science in Network Administration (2 years)