Angela T. Martin

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Professional Profile: Technical Support

Senior electronic and technology technician with 20+-years of experience in performing complex computer, hardware, and software troubleshooting, installations, maintenance, and repair on broad range of applications.

* Advanced technical acumen combined with experience in serving as first line of contact for all levels of the organization, vendors, and clients.
* Troubleshooting, support, and hands-on repair experience with multiple operating systems and applications, networking, office equipment, and related peripherals and software applications.
* Qualified project manager with experience in leading projects from initial inception through to completion with demonstrated results in improved procedures and cost control measures, project planning, and installations.

**Skills & Capabilities**

* CompTIA+ Certified.
* Technical competencies include Windows XP/7/8/10, Microsoft Office 2016, SQL, Database Management, Active Directory, AS400, VPN, TCP/IP, LAN/WAN, Citrix, Remote Desktop, VMware, ServiceNow, Vector.
* Strong problem solving, troubleshooting, project management, communication, training, and presentation skills.
* Unique ability to apply a deep understanding of system capabilities and business requirements to identify resource and support requirements for current and emerging technologies.
* Capacity to utilize analytical, technical, and interpersonal skills in the development of technical and operational training and support programs and documentation.

**Professional Experience**

**The Bonton, Dayton, Ohio 2015 – 2018**

**Help Desk Technician**

Provided expert level technical support to over 10,000 employees ranging from sales associates to CIO level management in an enterprise-computing environment. Provided a broad range of support to end users on computer-based applications including Citrix, graphic design, retail merchandising, mainframe, AS 400, Tandem, eCommerce, and distribution center. Assists server analysts with print server set-up for new queues. Monitors store server connectivity and manages server failure and status.

* Utilizes software tools to assist users with PC and POS hardware and software issues.
* Worked closely with leads and mentors to learn POS equipment and its network interfaces.
* Software installations and upgrades
* Utilized extensive “Knowledge” documentation to fast track skills to industry.
* Served as point of contact for NOC technicians relating to store VLAN, various in store Wi-Fi networks, LAN, Primary and Back-up networks.
* Responsible for various types of tag, receipt, and network printer installation, configuration, and troubleshooting.
* Support VPN and Citrix remote access for both installation and troubleshooting.

**Startek Inc., Hamilton, Ohio 2015**

**Technical Support Analyst**

Supplied technical support to customers of a fiber network for cable television, phone and computer.

**Premier Health Inc., Middletown & Dayton, OH 2007 - 2013**

**Customer Support Analyst** (Atrium Medical Center)

Provided high-level technical support to the 15,000+ staff and doctors affiliated with Premier Health and the four associated hospitals of the Atrium Medical Center in an enterprise-computing environment. Trained and mentored new hires and support desk personnel. Assisted all personnel with a broad range of support needs including password resets, account access, hardware, software utilization, workstation, server, mainframe, LAN, WAN, and network related issues and failures.

* Delivered expert level technical support and user assistance with 800+ different office, business, and health care related applications including on-site and remote (VPN) support.
* Completed a successful “shadow” program with the server team, assisting with PACS P-Store installations and upgrades, VMWare configurations as well as Active Directory and Security Group training.
* Served as primary point of contact during major system outages and downtimes and in high profile and critical support cases.
* Recognized for exceptional critical thinking and troubleshooting skills and for the highest rate of closed calls and ticket resolutions.
* Coordinated and dispatched appropriate resources to sustain a 24/7 hospital environment, serving as super user and administrator for ServiceNow, Vector, and Active Directory applications.

**iCAD Inc., Beavercreek, OH 2005 - 2007**

**Customer Service Engineer**

Served as onsite and remote technical support for customers and technicians, providing first line technical support and account management for the diagnosis, repair, maintenance, refurbishment, and troubleshooting of a range of medical imaging products utilized worldwide. Coordinated repairs, preventive maintenance, and software updates performed by a globally dispersed technical staff.

* Efficiently triaged account issues, ensuring immediate action and assignment of technical, third party, and parts resources to quickly and efficiently ensure complete on-site recovery.
* Analyzed, evaluated, and defined the level of hazard for medical devices in a help desk environment, guiding end users, facility IT staff, and 3rd party technicians through a range of diagnostics and corrective action measures utilizing VNC, pcAnywhere, Microsoft Point-to-Point, and VPN remote technologies.
* Selected to write the documentation for a significant upgrade to software applications used by technicians, resulting in a comprehensive 100+-page document published worldwide.
* Member of a technical team that achieved the highest rating for customer support in the CAD industry (measured by the independent evaluation of MD Buyline).

**Meijer Inc., Dayton OH 1999 - 2004**

**Trainer Technical Support Coordinator**

Promoted to manage technical support functions for a three-store territory and a team of six who were responsible for providing 24/7 2nd level support to 50 stores. Planned and coordinated technical installations and upgrades for new and existing locations. Managed a centralized parts hub and a multi-million-dollar inventory to ensure a streamlined parts inventory for a 24/7 retail operation.

* Trained and mentored new hires and technicians through structured and ad hoc training sessions and one-on-one sessions. Developed training collateral, content, and schedules.
* Recognized with the Meijer Achiever Award of Appreciation for team contributions in driving cost savings through lowered repair and maintenance costs and for the recovery of ~ $30K for a contractor error.
* Recipient of the Gold Meijer “Good Idea” Award for the automated backup and configuration of the Kodak Create-A-Print.

**Education**

2017 – Present Sinclair Community College, Dayton, OH

Associate of Applied Science CIS/Software development

Program in progress GPA 4.0

member Phi Theta Kappa Honor Society

1984 ITT Technical Institute, Dayton, OH

Associate of Science, Electronic Engineering