DENNIS SCHERRER

IT Engineer

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- 📞 (123) 456-7890
- 📍 Houston, TX
- in LinkedIn

EDUCATION

Bachelor of Science
Computer Science
Texas A&M University
- 📅 2005 - 2009
- 📍 College Station, TX

SKILLS

- Python
- Microsoft 365
- Agile Project Management
- Network Infrastructure
- Troubleshooting Windows/Apple OS
- VPN Maintenance
- Verbal Communication
- Customer Service

CERTIFICATIONS

- MCSE
- CCNA

WORK EXPERIENCE

IT Engineer

Loomis Armored US, LLC

📅 2020 - current　　📍 Houston, TX

- Hired 11 technicians and instructed them in Agile project management, increasing efficiency by 39%
- Drafted troubleshooting guides for common technical strategies, decreasing average ticket resolution time by 48%
- Collaborated with 13 techs to upgrade VPN security, including updating encryption methods and adding antivirus protection, reducing chances of a breach by 67%
- Developed and enhanced product security systems, meeting 100% of client requirements

Network Engineer

ADP

📅 2017 - 2020　　📍 Houston, TX

- Created and reorganized SQL queries and scripts for internal troubleshooting, decreasing work tickets by 28%
- Analyzed escalated tickets and coached junior techs to resolve 84% of excessive escalations
- Analyzed diagnostic data to understand causes/correlations of network issues and presented results to internal staff
- Collaborated with staff to resolve network issues and implement fixes, resulting in 31% fewer malfunctions

Systems Support Engineer

Two Sigma

📅 2012 - 2017　　📍 Houston, TX

- Managed 7 daily work tickets, prioritizing urgent needs and scheduling projects to resolve tickets within 2 hours
- Trained 8 junior techs to manage tickets, diagnose common problems, and maintain workflows
- Developed solutions for software/hardware compatibility
- Installed and upgraded internal applications and documentation, reducing installation errors by 12%

IT Support Engineer

Capital One

📅 2009 - 2012　　📍 Houston, TX

- Resolved 12 network/software Level I tickets per shift
- Provided technical support over the phone, email, and desktop chat, responding to all messages within 4 hours
- Developed online FAQ articles to address common issues, reducing the average number of tickets by 39%
- Diagnosed and repaired network malfunctions including file deletion, failed account entry, slow computer speed, and 3rd party software compatibility issues