

## Contact

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## Top Skills

Splunk

SAP ERP

Splunk Enterprise

# Don Evans

Senior Service Desk Analyst Within Investment Banking Industry  
Columbus, Ohio, United States

## Experience

Allied Digital

Senior Service Desk Analyst

January 2025 - Present (11 months)

Columbus, Ohio, United States

Assist Global Service Desk (GSD) Engineers by providing second-level support including knowledge transfer for enterprise investment banking client.

- \* Identify and solve escalated problems related to computers, hardware, software, and other related items via research, vendor, and customer interaction.
- \* Provide accurate and complete descriptions of problems, inquiries, and requests in a problem management incident.
- \* Escalate problems and requests according to established procedures when necessary.
- \* Provide proactive Customer and GSD Management notification of problems.
- \* Perform testing of system or application enhancements or modifications before the release for users.
- \* Monitor and test fixes to ensure problems have been adequately resolved.
- \* Provide and participate in training to develop and maintain skills necessary to support end-users.
- \* Access software updates, drivers, knowledge bases, and frequently asked questions resources on the internet to aid in problem resolution.
- \* Produce and review documentation to assist the GSD in resolving problems.
- \* Produce and review documentation used to instruct end-users in the appropriate use of company computers and related equipment.
- \* Participate in project, research and development work when required and assigned by management.
- \* Manage the daily workload of the GSD organization.

- \* Perform Quality Assurance Monitoring on Analysts and Engineers
- \* Participates in the development of Processes and Procedures for the GSD organization.

The Earth Center of Maanu, Inc.  
Information Technology Specialist  
December 2021 - Present (4 years)  
Remote

started volunteering to update the website in 2015  
started helping with recordings, video, and audio setup.  
took initiative to acquire and implement productivity software  
offered a position to be a lead technology specialist "IT Director"  
created systems of website improvements, acquired user behavior data  
implemented help desk with Freshdesk  
positioned and trained help desk technicians  
provided software solutions for new organizations' software

Allied Digital  
Service Desk Engineer III  
August 2015 - January 2021 (5 years 6 months)  
Torrance, California, United States

- Managed and resolved a high volume of Tier I and Tier II tickets, achieving a 97% SLA compliance rate and improving first-level resolution rates by 10%.
- Reduced ticket backlog by 58% in two months by streamlining ticket triage and prioritization processes, ensuring faster response times and improved customer satisfaction.
- Developed a Wiki Quick Search tool using HTML, CSS, and Bootstrap, which improved resolution speed by 20% and supported quicker knowledge-sharing among team members.
- Supported the integration of Microsoft 365 applications and guided users on essential functions, improving end-user productivity and reducing repeat tickets.

Technical Skills: Windows OS, ConnectWise, Active Directory, Microsoft 365, network diagnostics, ticketing systems

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## Education

University of Phoenix  
Bachelor's degree with Certificate in Advanced Software  
Engineering, Information Technology · (March 2016 - March 2018)

