

EARL GADEL

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SUMMARY

Successful IT Support Technician with an extensive background in customer service and strong technical proficiencies in computer operating systems, hardware, and software. Excellent interpersonal communication skills, with a proven ability to troubleshoot and fix a variety of complex IT issues. Hard working, and eager to apply excellent problem solving skills to a career in software development.

TECHNICAL SKILLS

Windows XP, Vista, 7,
8, 10, Mac OS X, Linux

C#, .NET CORE,
.NET Framework,
MVC

Microsoft Office

Networking

Python, PowerShell,
JavaScript, SQL

System Recovery

Data Analysis

Systems Analysis

EXPERIENCE

2017 – Present

Advanced Resources

St. Louis, MO

Technical Support Analyst

2017 – Present

- Assisted users with installing and troubleshooting issues with software
- Followed SOX compliance protocols to ensure company is not violating security access by obtaining necessary IT and Business approvals
- Setup and deployed laptops, mobile devices and support video conferencing meetings
- Managed communication between technical teams to assist in resolving issues in a timely manner

2015 – 2017

DCRS Solutions

St. Louis, MO

Senior Support Technician

2015 – 2017

- Trained customers and new employees in using company supported software and cloud based reporting and analytics tools
- Created BAT files to automate scheduled events and increase productivity
- Executed SQL queries to create reports for business executives and accountants
- Programmed and installed EMV pin pads to interface with customers' POS system
- Provided hardware, software and networking phone support, resolving customers' issues in a timely fashion
- Utilized Windows system and software logs to determine root causes of software related issues and implemented solutions
- Analyzed sales data and assisted customers with identifying discrepancies between reports

2007 – 2015

Trader Joe's

St. Louis, MO

Assistant Store Manager

2011 - 2015

- Provide comprehensive store management for a 54-employee location of the national retailer, including marketing, customer service, training, inventory management, and sales
- Manage all IT-related store needs, including the installation, troubleshooting, and repair of a variety of registers, hard disk drives, monitors, printers, point-of-sale sigcap devices, and scanners with minimal interruption to store operations
- Utilized store Key Performance Indicators (KPIs) to produce an efficient weekly employee schedule based on forecasted sales

EDUCATION

University of Missouri – St. Louis

St. Louis, MO

Bachelor of Science, Physics (2006)