

Wesley T. Stroeber

10770 E Silver Vein Drive, Tucson, AZ 85748
520-490-5786 Email: wesley@geekcore.org

April 2013 – Current

Encompass Technology Solutions 7932 E Jennifer Ann Dr. Tucson AZ 85730 - IT Consultant

- Met with clients on-site to determine their IT requirements in order to define the scope of each project in accordance with each client's business goals and work practices
- Identified each client's software, hardware and network requirements and assisted each in the procurement of same
- Designed, installed, tested, and monitored the new IT systems, which included hardware, software, and network design
- Considered the best solutions to protect/defend against security threats in the design of the IT architecture
- Maintained Windows servers, assigned new users and devices, updated GPO policies
- Troubleshoot and repaired computer/server problems, both hardware and software
- Removed virii and malware
- Trained users on the use of client software
- Provided online technical support for customers, such as creating new users on an Exchange server and connecting the user's credentials to the Exchange server

October 2006 – February 2008

Square Enix Inc. 999 Sepulveda Blvd, 3rd Floor, El Segundo, CA 90245 - Tier 2 Representative

- Provided assistance to Tier I representatives as needed for procedural questions, requests for exceptions to account verification policies, backup Supervisorial work such as escalations
- Ensured that all newly hired Tier I representatives proceeded through all training documentation and procedures to a level satisfactory for continued employment
- Directed Tier I representatives in Queue Management, including assigning different queues and tasks to meet the changing day-to-day needs of the incoming volume in the Information Center
- Responded to all Live Chat support requests received via the PlayOnline website (www.playonline.com), as well as managed (responded to or delegated to Tier I) all email contacts received via the PlayOnline website
- Managed Cancellation Log Review, including double-checking all cancellation and unsubscription requests processed by all Tier I representatives to ensure that all company procedures were followed properly
- Reviewed all North American accounts that were banned (the exception being those banned as part of a mass action) and where appropriate, send formal notification of the termination of service
- Provided "back-up" to the Console Support Specialist by answering phone contacts, chat contacts, and email contacts at times when the Console Support Specialist was either unavailable or otherwise occupied with other duties
- Completed the daily and weekly reports for the Information Center, as managed on a day-to-day basis

April 2006 – October 2006

Square Enix Inc. - Tier 1 Representative

- Handled contacts by phone, web-based chat, and email regarding technical and billing issues for the online game FINAL FANTASY XI

November 2005 – April 2006

Independent Computer Consultant 1804 Iowa Trail Topanga, CA 90290

- Website design and maintenance Computer troubleshooting of hardware and Windows issues

February 2002 – November 2005

All Communications Tucson, AZ 150 S Camino Seco, Suite # 113, Tucson, AZ 85711 - Technician

- Diagnosed, troubleshoot and repaired networks and computers at customer locations
- Provided consultation for computer hardware and software maintenance and upgrades
- Built and upgraded hardware in computers for customers
- Provided consultation for network security issues and protection

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- Ran and terminated low voltage wiring such as Cat3, Cat5/5e, and Cat6 for phone systems and computer networks
- Provided basic troubleshooting of business and PBX phone systems

October 2000 – October 2001

ITT Technical Institute Tucson, AZ 1455 W River Road, Tucson, AZ 85704 - Student
IT Computer Network Systems

March 1997 – September 2000

America Online, Inc., Tucson, AZ 155 N Rosemont Blvd, Tucson, AZ 85711 - DSL Customer Care Consultant

- Provided online technical support for members in need of assistance with AOL DSL service
- Provided escalated support for Windows technical support representatives

America Online, Inc., Tucson, AZ - MHI Customer Care Consultant

- Provided online technical support for members in need of assistance
- Provided phone representatives in need of assistance with their cases, including technical support and solutions

April 1995- September 1995

Garland's Video Tucson, AZ 85710 - Assistant Manager

- Provided sales support and customer service with video rentals
- Ordered new merchandise
- Hired new employees
- Organized and stocked shelves

Other Skills

Windows proficient

- Proficient with Microsoft Office suite: Word, Excel, and Outlook
- Proficient with art programs, such as Adobe Photoshop CC 2015
- Familiar with vector-based graphics/design programs, such as Adobe's Flash and Fireworks as well as Swishmax
- Proficient with Adobe Dreamweaver and any basic HTML program
- Strong knowledge of HTML and DHTML
- In depth understanding of using CGI and PHP with and without databases

Strong familiarity with the Mac OS and *nix OS

- A reasonable knowledge of working with Unix based operating systems; have an AMD FX-4300 with 16 gigs of RAM running Windows Server 2012 for home/educational use

Other proficiencies

- In depth knowledge of running and terminating low voltage wiring; can troubleshoot phone lines and data cabling
- Have built and upgraded all of my personal computers since 1998

Education

1994 – 1995: Sahuaro High School Tucson, AZ - High School Diploma

1990 – 1994: Viewpoint School Calabassas, CA - Jr High School through Jr Year of High School

Interests

- Computers; Pascal Programming; PHP Programming; SQL Database design; Network security, design and maintenance; MMO's; Web Design