

Brian Ting

Philadelphia, PA - Email me on Indeed: [indeed.com/r/Brian-Ting/057e6bc0b97380c1](https://www.indeed.com/r/Brian-Ting/057e6bc0b97380c1)

Authorized to work in the US for any employer

WORK EXPERIENCE

Technical Support Engineer

Stone Edge Technologies - Collegeville, PA - August 2011 to Present

Stone Edge Technologies

Technical Support Engineer

Collegeville, PA

August 2011 - Present

- Address and resolve program bugs with development
- Conduct setups, configuration and training sessions for end users/clients
- Presented at a User Conference for more than 50+ clients
- Participate in beta testing and internal projects
- Identify causes of problems and provide solutions to customers daily

Morgan Lewis & Bockius

QA Analyst

Philadelphia, PA

April to September, 2010

- Provide support and worked on several projects with desktop engineering and project management
- Pre-rollout testing of firm supported software before they are released in production
- Configure and troubleshoot hardware, Group Policies, servers and networks
- Supported IT personnel over the phone and through remote control during pre-pilot deployments
- Assisted in the migration of 1000+ email archives from Lotus Notes to Exchange to Enterprise Vault

EDUCATION

Bachelor of Science in Business Administration

Drexel University - Philadelphia, PA

September 2007 to June 2011

ADDITIONAL INFORMATION

Technical Skills

- Microsoft Office including Access, Word, Excel, PowerPoint
- Remote Desktop Support including LogMeIn, Bomgar, Citrix
- Microsoft Server Platform including Windows Server [...] and SQL Server [...] Experience with security and port configuration, restoring databases, creating ODBC connections
- Customer Relationship Management including Salesforce and Microsoft Access