

REECE STOUT

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IT SERVICE OPERATOR

Assist in the integration of CSI systems, network, and security | Skilled monitoring and maintaining physical and virtual servers | Provide support for ongoing IT projects.

CAREER SUMMARY

Innovative, Personable, and Dedicated **IT Services Operator** with more than 16 years of professional experience providing high-level technical support and troubleshooting via remote methods and onsite for clients.

While at Hulu I won the Spark award twice for innovations in the workplace, the first was for the Known Issues tracking database and the second was a custom layout in Salesforce that enabled our agents to see all aspects of a customer's account with just a few custom images and tables in the ticket layout.

TECHNICAL TOOLS SKILLS

- ServiceNow Reports and Dashboards
- Salesforce Reports and Dashboards
- SolarWinds Node Monitoring
- PRTG/Plixer Network Flow Data Analysis
- IBM iSeries AS 400 Operator and Account Administration
- New Relic E-Commerce Monitoring
- Advanced Excel Skills

PROFESSIONAL SKILLS

- Problem-Solving
- Critical Thinking
- Quickly Interpret New Data

WORK EXPERIENCE

USCellular

Springfield, MO

Retail Wireless Consultant

04/24 – Current

- Android/ Google device expert.
- Handle all Home Internet troubleshooting that comes into the store.
- Educate customers on the pros and cons of each device and plan to tailor a solution that meets their needs.
- Sought out and acquired small business' with the need for multiple lines.

Basspro

Springfield, MO

IT Service Operator

08/21 – 02/24

- Incident Response for all levels of the Enterprise, individual devices to mass outages, and cyber security attacks.
- Active Directory profiling and password resets.
- A/S 400
 - Monitored QSYSOPR message queue and responded to all messages with the assistance of the corresponding developer.
 - Created and Profiled A/S 400 accounts for new and returning users.

- Investigated issues or errors users had with their account access.
 - Stopped, Started, and Ran Jobs or Servers as needed.
- Network Issue Investigations
 - Using numerous tools, I would investigate circuit capacity, quality, and power issues to ensure quick uptime.
 - Coordinate with 3rd party vendors and ISPs to open, track, and escalate circuit-down tickets.
 - Used and taught Operators how to use:
 - SolarWinds
 - PRTG
 - Plixer/Scrutinizer
- Service Now
 - Created Reports, Dashboards, and filter URLs to support the needs of Operations.
- Laptop, Desktop, Thin Client, VM, and Terminal Server support
- Remote APC and PDU management
 - Coordinated with on-site retail teams to move on and off battery backup power to facilitate operations at the retail sites.
- NOC Monitoring
 - Monitored all Retail and ECOM platforms for errors or CPU utilization.
- Assisted with the day to day of Change Management.
- Walkthroughs of the Data Center to ensure there are no issues with Servers, PDUs, or AC units.

Hulu

San Antonio, TX

Associate Content Analyst

10/17 – 01/21

- Subject Matter Expert(SME) for all internal Hulu systems.
- Change Management for tooling enhancements.
- Write Requirements for Developers.
- UAT Scripts and Requirements.
- Full life cycle Salesforce deployment.
- Coordinated and ran pilots for new tooling updates.
- Wrote Communications to 2000+ users for each update.
- Operational Data Analysis
- Recommend areas for efficiency gains.
- Tableau Desktop
- Salesforce Reports
- Salesforce Dashboards
- Contributing to peer development.

O'Reilly Automotive

Springfield, MO

PC Support Technician

10/16 – 07/17

- Technical Support
- Active Directory
- A/S 400
- Network troubleshooting.
- Develop training for Outlook and assist with Outlook rollout and training.
- Laptop, Desktop, Thin Client, VM, and Terminal Server support.
- Remote printer management.
- IBM asset manager.

Teletch

Springfield, MO

Turbotax Quality Agent

09/13 – 07/16

- Troubleshoot Tax Data Entry
- Troubleshoot Windows
- Account Administration
- Knowledge Base
- Coach new agents on best practices.
- Salesforce
- Citrix and ICBM
- Excel and Access
- Created and developed quality form.

PCExpress

Ava, MO

Store Manager

11/12 – 06/13

- PC Technician
- Sold Computer Components
- Ran Day to day-to-day operations of the Store.

Circuit City/Firedog LLC

Amarillo, TX

Lead Firedog Technician

01/08 – 05/09

- Ran day-to-day PC repair operations.
- Assigned tasks to other technicians.
- Scheduled In-Home installations.
- Trained new technicians in computer repair.
- Communicated on daily basis with warranty warehouse.