

# John David Sheridan



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## Work Experience

Paetec/Windstream

Nov. 2011 – Present

Spec II - Enterprise Repair Technician - Facilities and Data

- Tier 2 support; responsibilities include analyzing, isolating, repairing, and testing network and customer issues including voice, MPLS, and data services
- Work with internal groups, local exchange carriers, long haul carriers, and vendors to resolve trouble tickets on a daily basis
- Responsible for team's queue management and acting as a point of escalation for customers
- Provide floor support for tier 1 technicians

Paetec

Feb. 2011 – Nov. 2011

Tier I - Network Service Technician

- Answer all inbound calls from customers who are reporting any service affecting issues or consultation requests.
- Create trouble tickets which details the problems customer reported as well as the products that are affected
- Utilize multiple systems to verify and confirm customer services
- Provide floor support as well as coach new hires and other technicians

Express

Oct. 2010 – Mar. 2011

Sales Associate

Responsible for stocking, cleaning, and folding merchandise

- Offer great customer service by assisting customers when needed, ensuring product is on the floor, and can be easily found
- Provide quick and efficient service during checkout

New York Life Insurance

Aug. 2010 – Nov. 2010

Financial Advisor - Intern

- Develop and implement business and marketing plans
- Meet with potential clients, review their financial standings and suggest possible insurance policies that would cover the client and their families

## Education

St. John Fisher College

2006-2010

- B.S. in Business Management with a concentration in Marketing
- Graduated with a 3.2 GPA
- 2 yr. Varsity starter for the St. John Fisher Football Team

## Skills

Proficient in Microsoft Office products including power point, excel, and word. Great team player and capable leader, high learning curve with the ability to apply any new knowledge quickly, problem solver, well organizational, and excellent customer service skills.