

## **Jason Leitz**

901 Franklin Farm Drive Mason, MI 48854

517-410-9506

[jkleitz27@gmail.com](mailto:jkleitz27@gmail.com)

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### **Summary**

Insightful, results driven IT professional with success directing a broad range of corporate IT initiatives while planning, analyzing, and implementing solutions in support of business objectives. Hands-on experience in all stages of system development efforts. Outstanding team building and organizational skills towards supporting the objectives of an organization that rewards reliability, dedication, and solid work ethics with opportunities for professional growth.

### **Experience**

#### **TechSmith Corporation**

*Technical Support Specialist*

*2014-present*

*Senior Technical Support Specialist*

*2020-present*

- The head of support for Snagit for Windows (around 20 million active installations Worldwide)
- Senior Technical Support Specialist
  - Handle escalated tickets and customer questions for all TechSmith products
  - Work with the Software Engineers directly to solve issues
  - Work directly with Enterprise customers to help deploy our software and troubleshoot issues with deployments.
- The head of chat support for both Customer Service and Technical Support (and have trained at least 12 agents on how to use chat for supporting our customers)
- Support all TechSmith products on Windows, Mac and mobile Operating Systems
- Train customers how to use TechSmith products
- Interact with customers in a professional manner, using a consultative approach, to gather information on specific issues to solve their problems
- Reproduce and diagnose problems
- Connect with customers through our support system, e-mail, chat and phone
- Provide feedback to product development teams and Quality Assurance
- Handle multiple customer issues in a timely fashion
- Track all customer issues in the support system
- Document workarounds and solutions for customer problems

#### **The Polack Corporation**

*Information Technology Technician*

*2013-2014*

- CompTIA A+ Certified
- CompTIA Network+ Certified
- Responsible for working on site or remotely by phone, email or using web-based applications to
  - Perform routine equipment maintenance as assigned; including fixing equipment.
  - Install, uninstall, and relocate computer equipment, peripherals, and furnishings.
  - Troubleshoot and resolve hardware and software problems with high degree of proficiency.
- Possess a high familiarity with computers, including experience using basic Internet applications, troubleshooting network connectivity problems, and installing network and printing hardware on Mac and Windows operating systems.
- Efficiently troubleshoot network performance issues, as well as analyze network traffic and provide capacity planning solutions.
- Responsible for daily maintaining, updating, and managing the website  
<http://www.tpcnetworks.net/>

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### **The Polack Corporation (Lansing, MI)**

*Account Executive*

*2011-2013*

- Effectively managed time and resources to achieve Top 2 in Sales for the 2012.
- Generated new sales each month and cultivated positive rapport with current customers within multiple territories.
- Managed relationships from the ground level to the C-Suite in order to increase overall revenue.
- Aided prospective customers in increasing and implementing effective document management workflow solutions to increase their return on investment and overall efficiency.
- Responsible for providing innovative solutions to meet and exceed clients' expectations.

### **White House Custom Colour (Eagan, MN)**

*Laminator*

*2010-2011*

- Analyzed and approved over 100 orders of canvas pictures before sending to print.
- Managed time and resources for most effective use of time and supplies.
- Responsible for mounting canvas pictures onto multiple surfaces.

### **Crown of Life Lutheran School (West Saint Paul, MN)**

*Athletic Director*

*2009- 2010*

- Responsible for creating and implementing schedules for all of the schools athletics, (including soccer, 2 volleyball teams, 4 basketball teams, cross country, track, and 2 softball teams) showing great leadership and time management skills.
- Promotion to Athletic Director after two years in previous role.
- Developed and executed a tight athletic budget to ensure the proper and best use of funds.
  - o *Managed a budget of \$5,000-\$6,000 to purchase uniforms for 4 different sports and equipment for all athletics.*

### **Crown of Life Lutheran School (West Saint Paul, MN)**

*Teacher*

*2007- 2010*

- Successfully balanced multiple projects simultaneously, including daily tasks and extra responsibilities.
- Responsible for creating and putting into action a complete curriculum for all subjects to guarantee engagement and continued learning.
- Developed and used multiple teaching strategies in the classroom with great success.
  - o Active Learning
  - o Integrating Technology
  - o Critical Thinking
- Taught 16-23 Students.

## **Education**

**Martin Luther College, New Ulm, MN**

*2003- 2006*

**Bachelor of Science, Elementary Education (Minor – Social Studies)**

*Praxis II award of Excellence (scored in the top 15% of all who took this test), Minnesota Teaching*

*License K-8 full time with emphasis in Social Studies*

**CompTIA Network+ Certified**

**CompTIA A+ Certified**

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**Skills**

Knowledgeable in Networking, Troubleshooting Computer issues and Microsoft Office. Excellent public speaker, great with multitasking, team oriented, very personable, hard working, and outgoing.