

Michael C. Riser Jr.

michael.c.riser@gmail.com | (425) 894-1971 | Seattle, WA 98125 |

<https://www.linkedin.com/in/michaelcriser/>

Dedicated IT specialist with over eight years of experience as a help desk professional. Worked mainly on diagnosing and providing technical support issues for end-users on desktop, laptop, and mobile platforms. Strong communication skills stemming from experience as a customer service representative. Excel at analyzing and resolving various technology and network issues. Able to communicate efficiently with end-users at all levels of technical proficiency. Currently seeking a help desk or networking position (Entry-level).

Relevant Skills:

- **Platforms:** Windows XP/Vista/7/10, Mac OS X, iOS, Android, Linux
- **Hardware:** Tablets, desktops, laptops, printers, scanners, switches, routers, projectors, smartphones, Wi-Fi
- **Software:** MS Office Suite, Active Directory, Windows Server 2007-2010, Office 365, Virtual Assets (Citrix Cloud), ServiceNow, Avaya, SCCM, AnyConnect.
- **Languages:** HTML, CSS, JavaScript

Experience:

Premiera Blue Cross 2019-Current

Mountlake Terrace, WA

Service Desk Technician

- Provide frontline technical support, over the phone, to internal employees and external users.
- Learned how to troubleshoot more in-depth hardware, software, network, and telephony related issues.
- Able to navigate through both knowledge base and previous tickets to help resolve issues without needing to escalate after gaining some experience with systems.
- Gained ability to recognize gaps in knowledge and to utilize seniors to get to root of issues to solve without need to escalate.
- Provided support for applications such as Office 365, Virtual Assets (Citrix Cloud), ServiceNow, Avaya, SCCM, AnyConnect, and others.

Booking.com 2017-2019

Bellevue, WA

Customer Support Representative

- Closed out over 60 tickets on average a day without need for escalation, while maintaining a high CSAT average.
- Provide over the phone customer service to resolve any issues that may arise during a customer's stay.
- Learned how to provide excellent customer service, trained well in handling cases with empathy and soft skills.

Xerox Corporation 2015-2017

Redmond, WA

Technical Support Representative

- Troubleshooting mainly Google products including Google Chrome, Chromebook, Android Devices, Play Store, Music, and Newsstand.
- Provided over the phone support for all issues related to handheld devices.
- Assisted various types of customers of all age groups being able to utilize easy to understand instructions without being too technical.
- Closed out over 80 tickets a day with no need for escalation and with a 90% success rate in technical issues.

Robert Half Technology 2012-2015

Bellevue, WA

IT Specialist Contractor

- While working contract jobs for Robert Half as a contractor, I mainly provided inventory management, third party technical support, and asset maintenance to staff.
- Excellent soft skills when dealing with customers.
- Responsible for creating accounts for users using Active Directory.
- Hardware maintenance with Dell laptops and desktops loaded with Windows XP, 7, and 10.
- Well versed in troubleshooting Office 2007 and 2010 focusing on Outlook, Word, Excel, and PowerPoint.

United States Marine Corps 2007-2012

San Diego, CA and Okinawa, Japan

Network / IT Specialist

- Install, configure, and maintain network services, both hardware and software.
- Supervised, maintained, and supported a help desk. Solving user issues from basic (Microsoft Word/ Outlook / PowerPoint issues) to more advanced (Multi-casting network feeds on Cisco networks / Ensuring server availability, Active Directory) issues.
- Creation / troubleshooting of servers for email and websites.
- Flexibility to handle or contain certain situations not specifically trained for.
- Learned to work with different operating systems, Windows XP/Vista/7/Server 2007-2010, Mac OS X, Linux during operations.
- Helped in reimaging of laptops for over 400 personnel.