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MICHAEL ALLEYNE

Summary: - Very driven I.T. Professional with a diverse skill set and strong work ethic. I look forward to accept roles that can present me with a new challenge and to make use of my strong problem solving skills.

SKILLS

Front end web development using HTML5, CSS3, JavaScript, JQuery.

Computer programming using C++, Java, C#, .NET , SQL. ,

Software applications including Microsoft Office Suite, WalkMe, PeopleSoft, BRMS (Billing and Receivable, Management, System)

Operating Systems: Linux (currently using mint), Windows, 7, 10

Git Hub Account

EDUCATION

Westchester Community College, Valhalla NY— A.S. Computer Science

September 2013 - June 2015

EXPERIENCE

WalkMe , 555 Fayetteville St , Raleigh NC—

Technical Support Engineer tier 1-

March 2020 - Present

- Support of WalkMe digital adoption platform
- Utilizing JQuery selectors to attach walkme to target webpage elements
- Inspecting Webpage to diagnose issue's relating to WalkMe content not appearing.
- Running browser console API commands to diagnose issues with WalkMe environment.
- Knowledge of WalkMe analytics and business intelligence platform navigation and configuration.

ABC Financial Services , Remote Home Based—

Technical Support Professional-

May 2018 - march 2020

- Provided assistance to gym club employees/owners in resolving hardware and software concerns via phone, live chat and email interactions
- Used remote access software including Log Me In, Kaseya Agent, and Go-To-Meeting to connect to clients and diagnose issues or walk through using our Gym Management Software product DataTrak.
- Utilized Service Now to document each problem identified during interaction as well as steps taken in response and developing a root cause analysis for each record.
- Used strong multitasking skills to research issues using our knowledge-base as well as reviewing past opened tickets and coordinating with senior agents and external departments to assist clients with any concern in the most time effective manner.
- Experience documenting and troubleshooting devices For RMA requests ****Return Merchandise Authorization**** when hardware remains non-functional.
- Assisted clients with a host of practical issues regularly including installing/troubleshooting Network Printer/scanners, Verifone card machine and signature pads, computer performance issues, as well as identifying some system health issues including corrupted user accounts.

Alorica(United Healthcare) ,Rocky Mount NC—

Client Service Professional-

October 2017 - May 2018

- Handling website support for employereservices.com including password resets, navigation guidance, some browser/website error troubleshooting and submitting ticket requests as necessary.
- Served as the first point of contact for billing matters explaining

premium rates and when necessary contacted the internal billing department for corrections/updates.

- Utilized a knowledge base to research eligibility inquiries where state and federal mandates might apply.
- Fluently multi-tasked with several applications including most of the Microsoft Office Suite, PeopleSoft and BRMS.
- Effectively managing time by sending emails or making calls to clients on issues which required scheduled follow up in between handling inbound calls
- Approached each problem presented to me as unique and sought to increase my personal knowledge base with each issue resolved.

Alorica (OptumRX Pharmacy) , Rocky Mount NC—

Customer Service Advocate

March 2016 - October 2017

- Provided web support to member's using our portal OptumRx.com, including password resets, new user registration, navigation assistance and browser error troubleshooting.
- Worked together with members to increase positive outcomes in pharmacy care by discussing cost reduction options, triaging medication questions before referring to our pharmacists and utilizing a problem solving approach to come up with solutions for members that work for them.
- Assisted customers in managing their mail service account's by placing medication orders and prescription requests.
- Reviewing account balance information with customers and requesting balance corrections when necessary.
- gave explanation of drug plan benefit information to members with part D Medicare under United Healthcare
- Took initiative to answer questions by new coworkers just entering their role while performing strongly in my role as well.