CSR/HARDWARE/SOFTWARE ENGINEER

Career Overview

Technically-advanced information technology specialist successful in software administration and data communications. Provide awarding-winning customer service focused on detail-oriented support and knowledge.

Qualifications

- Strong communication skills
- Managing tight deadlines
- Working independently
- Leadership
- Linux (Ubuntu)
- Microsoft Lync
- Computer vision
- Networked applications

Technical Skills

Skills	Experience	Total Years	Last Used
Windows, Unix, Linux, Mac OSX, VMWare	Experience	4	2016
HTTP/Apache, DNS/BIND, SSH, SNMP, DNS, DHCP, FTP	Experienced	4	2016

Work Experience

03/2015 to Current
CSR/Hardware/Software Engineer Hd Supply ï¼ FL , State

- Understand Linux concepts including but not limited to disk utilization, file editing, networking, software updates, hardware diagnostics including reading and interpreting log files, work with Postgres SQL database, work with open source Linux tools such as openVPN, ipmiuntil, fuse, docker, apcuspd, flashcache, btier and enhancedIO.
- Collaborate with technical professionals from small to enterprise size environments; from health care to financial institutions, from DOD to education, from low-tech industries to high-tech industries.
- Implemented company policies, technical procedures and standards for preserving the integrity and security of data, reports and access.
- Perform in a production environment, partnering with customers, end users and re-sellers to implement best fit backup strategies, resolve backup and recovery related technical errors, implementing solutions tailored for each customer's need and desire.
- Ensured superior customer experience by addressing customer concerns, demonstrating empathy and resolving issues instantaneouslyÂ
- Make customers into raving fans by providing a superior customer experience while building life-long relationships.
- Listen, understand customer perspective, take ownership of issue(s), set proper and realistic expectations and deliver prompt solution.

05/2013 to 09/2015
Help Desk Associate Altruist ï¼ Dallas , TX

- Installed software, modified and repaired hardware and resolved technical issues.
- Provided base level IT support to non-technical personnel within the business.
- Managed call flow and responded to technical support needs of customers.
- Resolved customer issues in a clear, courteous and straightforward manner.
- Demonstrated professionalism and courtesy with customers at all times.
- Identified and solved technical issues with a variety of diagnostic tools.
- Created cases and claims for damaged, lost or displaced packages.
- Resolved problems with malfunctioning products.
- Created and activated accounts for new employees in Active Directory.
- Coordinated product orders.
- Researched, troubleshot and resolved complex problems independently.
- Worked closely with team members to meet or exceed all customer service requirements.
- Answered telephone calls promptly and minimized delays that could lead to abandoned calls.
- Compiled and accurately entered electronic data.
- Enthusiastically participated in job related training.
- Trained end-users in to setup remote workstation.

11/2012 to 05/2013
Customer Service Representative Hudson Group ï¼ Wampum , PA

- Developed reputation as an efficient service provider with high levels of accuracy.
- Maintained inventory control procedures to ensure proper fleet maintenance.
- Checked returned vehicles back into inventory.
- Ensured keys and other documents were turned in during check-ins.
- Checked vehicles for any damage created during customer usage.
- Interviewed customers, filed reports, and obtained client signature in the event of damage.
- Communicated directly with customers by phone, electronically or face to face to maintain client relationships provide optimum service.
- Responded promptly and answered/resolved customer inquiries and complaints on an ongoing basis.

03/2002 to 11/2012
Operations Manager Wal-Mart ï¼ STATE

- Established project control procedures such as project forecasts and cash flow projections.

- Established operational objectives and work plans and delegated assignments to subordinate managers.
- Supervised a team of 6 area managers and 45 associates.
- Oversaw front-office operations and provided impeccable customer service.
- Oversaw and executed Market Office directions on specific items while remaining in the top three in sales within regional market.
- Conducted small-group sessions to train personnel regarding new job function and customer service responsibilities.
- Communicated sales projections and goals to ensure the understanding of sales associates.
- Provided inventory control procedures.
- Strategically scheduled 70 associates weekly to meet customer demands and increased customer volume by 20%.
- Reviewed, researched and reported shortages and created solutions.
- Solicited and gathered customer feedback and reacted to them accordingly.
- Designed and delivered series of classes for safety and shrink strategies.
- Rapidly learned and mastered varied computer programs.

Education and Training
2001
High School Diploma Jasper County High School ï¼ City , State GPA: GPA: 3.8 GPA: 3.8
Associate of Science : Computer Engineering Devry University ï¼ City , State Computer Engineering
Skills
Active Directory, cash flow projections, hardware, addressing customer concerns, client, clients, customer satisfaction, Customer Service, front-office, inventory, inventory control, IT support, Market, access, Office, Windows, performance reviews, personnel, policies, safety, sales, technical support, telephone, phone, troubleshoot, UNIX, web applications