

Max McCord

5925 Bayberry Drive – White Bear Township, MN 55110

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HIGHLIGHTS

- VCP5 Certified
 - Empowers team members to triage and troubleshoot end users' issues successfully and efficiently
 - Consistently chosen by management to resolve escalated support issues and manage critical cases
 - Honor Society member of Phi Theta Kappa
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PROFESSIONAL EXPERIENCE

Quality Lead

1/2014 – Present

Dell Compellent, Eden Prairie, Minnesota

- Ensure consistent and quality service is provided to each customer by mentoring Level 1 Copilots
- Increase productivity by reviewing team member's calls and cases in a positive manner
- Analyze satisfaction surveys to determine future actions to better assist customers

Senior Copilot Engineer

10/2011 – 12/2013

Dell Compellent, Eden Prairie, Minnesota

- Prevent escalations by assisting customer service staff in real-time dilemmas to ensure fast resolutions
- Manage the critical support needs that cannot be directly handled by the customer service staff
- Communicate information about infrastructure and system issues to business partners
- Assist in creation and facilitation of training materials and user guides for entire customer service staff
- Creatively deliver solutions to prevent complications and resolve system configuration challenges
- Collaborate with technical and non-technical personnel formally and informally using a variety of media
- Mentor teams to ensure positive customer experiences and accurate implementation of application rollouts

Copilot Engineer

9/2010 – 10/2011

Dell Compellent, Eden Prairie, Minnesota

- Triaged and solved customers' technical issues received via telephone, instant messages and email
- Liaison between customers and company to become known as a reliable resource for results
- Prioritized technical issues to ensure the each issue received the proper software and hardware support
- Consistently earned top honors for resolving support issues congruently with accurate report details
- Communicated with vendors, customers, contractors and consultants using a variety of media

Programmer/ Planner

8/1999 – 7/2009

ValueVision/ShopNBC, Eden Prairie, Minnesota

- Supported the design of Oracle and Java based tools used by the department
- Managed open to buy, inventory levels, and sales projections for roughly \$30M inventory
- Maximized sales by controlling item order flow of all infomercials specializing in gemstones
- Oversaw an increase of 85% in division sales growth
- Controlled inventory which contributed to company's sales growth from \$30M to \$500M in one year

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TECHNICAL EXPERIENCE

- **Windows OS:** Install and configure Windows XP, Vista, Seven and Eight for various levels of users
- **Windows Server OS:** Install and configure Server OS for DNS, Active Directory, User Account Management, IIS and Exchange
- **VMware:** Configure and deploy virtual machines, attach storage and disaster recovery using SRM
- **CCNA:** Router and Network configuration, CLI, Routed Protocols: RIP/ EIGRP, Familiar with physical equipment and Packet Tracer 5.2
- **Network Essentials:** Sub-netting, Network Topologies, Protocols, Standards, OSI Model and TCP/IP Addressing
- **A+ Hardware and Software support:** Install and service hardware components, configure software and install OS

EDUCATION

- Hennepin Technical College
 - CCIS – Network Administrator/Analyst Associate of Applied Science Degree

VOLUNTEER EXPERIENCE

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| • YMCA Youth Sports – Minneapolis/St. Paul Chapter | Youth Soccer Coach |
| • Eden Prairie Soccer Association | Youth Soccer Coach |
| • Boy Scouts of America – Cub Scout Pack 348 | Den Leader |