

Maxwell L. Krause
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TECHNICAL SKILLS

Languages- JavaScript, AngularJS, NodeJS, Ionic, BackboneJS, HTML5, SASS, CSS3, Bootstrap, JQuery, Underscore | **VM Platforms-** VMWare, XenServer, VirtualBox | **OS-** OSX, Red Hat, Ubuntu, Windows Server 2012R2/2008R2/2003, Windows XP/7/8.1 | **Database-** MSSQL 2014/2012/2008, MySQL | **Networking-** Cisco IOS 12.2+, Juniper, Checkpoint, Sonicwall, Wireshark | **Other-** QuickBooks, Sage 50, Salesforce, PowerShell, Linux, Git, NPM, Bower

WORK HISTORY

TopTix USA

Charleston, SC

Systems and Hosting Administrator/IT Director

2/13-7/15

- Assist CEO with decisions for design, implementation, and installation of TopTix ticketing software as a managed service in the Windows stack
- Manage networks and network security, physical and virtual servers, and database administration for both legacy and current generation software in a multi-tenanted environment to provide a profitable managed service
- Provide 24/7 Tier 3 support for any network/environmental issues
- Write internal and external technical documentation for all SOPs for managed services
- Managed and trained a small team of Jr. System Administrators developing technical manuals for future employees
- IT Manager for 30 employee office, networks, servers, and VoIP systems
- Manage budget and cost analysis for managed services and in-office IT

Qutera, Inc

Charleston, SC

Chief Technology Officer

3/12-11/13

- Established and implemented improved standards and best practices for sales procedures, resulting in stronger client relationships and opportunities
- Managed customer support staff and programs across multiple channels including phone and email inquiries.
- Responsible for “sandboxing” custom software solutions for integration into our SaaS platform
- Showed strong leadership skills, coupled with working as a team, to provide clients with a complete hosted solution

Blackbaud

Charleston, SC

Customer Support Analyst, Blackbaud NetCommunity

11/10-3/12

- Provided in-depth support and troubleshooting services for NetCommunity users, such as Ronald McDonald Charities, AIDS Foundation of Chicago, and Water.org
- Maintained and surpassed call center metrics: number of issues resolved, positive client surveys, and time to resolution
- Executed supplemental after-hours support for high priority clients
- Explained technical concepts to clients based on their skill level
- Prioritized work schedule based on the severity of the issues as they were presented
- Solved complex issues by using available resources, working with other teams, and showing initiative to determine a resolution

S-Net Telecommunications, Inc.

Chicago, IL

Field Engineer

2/08-6/10

- Configured, supported, and installed Cisco hardware and VoIP PBX software allowing custom SIP phone solutions
- Managed training initiatives for international call center staff in client interaction and technology SOPs and developed training documentation and media for all future employees
- Improved client relations across many verticals, providing a face and name to the company

