**Casey Hammer**

**Resume**

Kingston, TN - Email me on Indeed: [indeed.com/r/Casey-Hammer/c9b5967f82509146](https://www.indeed.com/r/Casey-Hammer/c9b5967f82509146?isid=rex-download&ikw=download-top&co=US)

WORK EXPERIENCE

**Technical Support Specialist**

Technical Support UT medical center -

November 2014 to December 2017

Technical Support and monitoring

* Provides computer support via telephone communications with end-users.
* Diagnose, troubleshoot and resolve a wide range of software, hardware and network issues
* Prioritize and escalate issues where required
* Install, configure and modify hardware and software to ensure optimal performance
* Monitor, log and track all phases of support
* Software: MS Office (Word, Excel, Outlook, PowerPoint, Access), Office 365, VMware applications, SCCM, citrix, Cerner, and anti-virus programs.
* Proficient in using heat ticketing system
* Document all issues and generate reports detailing common problems and error trends.
* Answer questions about product features and resolve use problems.
* Technical writing for end users and support staff
* Maintain professionalism and courteousness in a busy, demanding, and high stress situation

**Technical Support**

ADT Security -

March 2014 to November 2014

Provides technical support for alarm troubleshooting via telephone communications with end-users.

* Diagnose, troubleshoot and resolve a wide range of hardware and network issues
* Prioritize and escalate issues where required
* Manage customer calls successfully and efficiently in a complex, fast-paced, and challenging call center environment
* Improve call center statistics and operational proficiency by striving for one call resolution
* Resolve customer issues promptly by quickly determining root cause through active listening and asking clear and specific questions
* Maintain professionalism and courteousness in a busy, demanding, and high stress situation

**Trainer/Hourly Manager**

Panera Bread -

September 2002 to March 2014

Led and directed team members on methods of effectively performing operations and procedures

* Trained employees on proper use of equipment, food handling, and portion sizing
* Oversaw activities directly related to making products or services rendered
* Monitored food preparation and serving techniques to ensure adherence to procedures
* Established a rapport with customers with a welcoming and cordial attitude
* Maintained inventory and ordered supplies to ensure the store was appropriately stocked at all times
* Routinely supported other areas of the restaurant as requested, including answering the telephone and completing financial transactions for other team members
* Assisted with preparation, set-up, and service for catering orders
* Immediately reported accidents, injuries, and/or unsafe work conditions to management and completed necessary paperwork
* Resolved customer complaints regarding service
* Managed guest checks, collected cash, and processed credit cards
* Guided guests through menu, while demonstrating knowledge of the available options and ingredients
* Recognized and formally acknowledged outstanding employee performance to boost team morale and productivity

EDUCATION

**Associate of Science in General Studies**

Pellissippi State Technical Community College - Knoxville, TN 2013

SKILLS

MS OFFICE (10+ years), CUSTOMER SERVICE (10+ years), PROBLEM SOLVING (10+ years), SCCM (3 years), Vmware (3 years), Office 365 (2 years), Monitoring (3 years), Technical Writing (2 years), Technical Support (4 years), Citrix (3 years), Cerner (3 years), Troubleshooting (4 years), Training (10+ years)

ADDITIONAL INFORMATION

KEY SKILLS

Self-Directed Inclusive Thinker Problem Solving

Customer Service Extremely Organized Results Oriented

Communication Technical Writing Proficient in MS Office