Nick Socha
Help Desk Technician

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Help Desk ♦ Customer Support ♦ Troubleshooting

Client-oriented Help Desk Technician with 7+ years' experience providing customer care services by addressing technical issues, overseeing escalations, coordinating end-user relationships, and implementing pre-emptive solutions to drive customer success. Adept at delivering tier-2 support by responding to end-user inquires while managing ticket support systems for on-site and remote IT infrastructures. Possess a growing knowledge in front-end web development and programming skills using HTML, CSS, and JavaScript-based technologies. Passionate about technology and driven by intellectual curiosity to continuously improve skills and stay abreast of trends and tools.

Client Support	Helpdesk Support	Technical Documentation
Computer Hardware	Information Technology	Technical Support
Customer Satisfaction	Inventory Management	Troubleshooting

Professional Experience

Help Desk Technician   at ADVENT, Wauwatosa, WI   **2021 - Present**
Monitor and work within inbound service requests, answering incoming Help Desk calls, and escalate issue as necessary to ensure user's downtime due to technology issues is limited. Analyze and resolve problems with a goal of 90% First Call Resolution and keep users informed of progress on problems that cannot be resolved on first call. One of the central points of contacts for IT issues. Provide technical support for employees experiencing problems related to computer hardware, software, business unit applications, computer communications (LAN/WAN), and telephone problems. Complete requests for password resets, user account creation, user account deletion, printer, hardware diagnostics, timely hardware, and software upgrades. Assign users and computers to proper business groups in Active Directory. Develop knowledge base articles. Coach other help desk team members. Identify, propose, and implement continual improvements to drive process efficiency, scalability, and innovation. Support the overall success of the organization and perform other related duties as requested by leadership.

Sr Desktop Support Technician   at Ascension Technologies, Glendale, WI   **2016 - 2021**
Member of a 45-person Field Services department with years of experience: Imaging, configuring, installing / replacing, and administering Windows 7-10 desktop / laptops (Dell, HP, Lenovo). Troubleshooting: applications, BYOD, hardware, software, VoIP phones, printer, VPN, and network issues. Creating and maintaining knowledge base articles, performing inventory staging and asset management / IMAC responsibilities. Required on a daily basis to handle 7-20 tickets that can include anything from password resets, deploying new workstations, troubleshooting software issues, all the way to assisting with troubleshooting larger multi-site issues. Work with everyone from CEOs to Janitors. Remotely collaborate with hundreds of people throughout many teams on a national level.

Deployment Technician   at Paragon Development Systems (PDS), Oconomowoc, WI   **2015 - 2016**
Assigned to Ascension's desktop refresh project, working on a team of approximately 6 people and covering multiple sites across southeastern Wisconsin. Replaced computers, assessed build sheets for potential issues, reconnected machines and peripherals, and performed testing and troubleshooting to ensure systems functioned as required. Maintained product inventories and a tidy environment.

Desktop Specialist   at Kohl's Corporate Headquarters, Menomonee Falls, WI   **2014 - 2015**
Imaging HP desktops and laptops and verified hardware, OS, and network functionalities. Set up and configured 6+ machines per day, swapping old with new, confirmed machines' functionality. Ensured efficient support and customer satisfaction.

Education

Degree Program: IT Networking   at Milwaukee Area Technical College   **2013 - 2015**
CGPA: 3.111

Technical Proficiencies

Asana, Atom, Authy, Calendly, Chrome, ClickUp, Cloudflare, Cloudinary, CodePen, CodeSandbox, CognitoForms, Contentful, CSS, Discord, Divi, Dropbox, Evernote, FileZilla, Firefox, Gatsby, GIMP, GitHub, GitKraken, Google Fonts, Google Workspace, HTML, IFTTT, iOS, JavaScript, LastPass, Linux Mint, Mac OS, MailChimp, MarkUp, Netlify, Notion, Paperform, PhotoShop, Safari, Shifter.io, Slack, StackBlitz, TextExpander, Todoist, Trello, Typeform, Ubuntu, VirtualBox, Visual Studio Code, VMWare, Webflow, Windows 7-10, Wordfence, WordPress, and Zapier

– IT specialist who leverages expertise in key technologies to drive growth and customer success –