**Ralph McCauley 1017 Holly Anne Lane Aubrey,**TX 76227 **ph: 817-323-4877**

**SUMMARY / HOT SKILLS**

* Former Crestron Electronics AV Engineer Operations Support and IT Specialist with 10+ years Technical Support experience.
* Experience in providing support for technical Service Level Agreements
* Streamlining workflows for Incident Management
* Proficient using Microsoft Office 2010, expert using Word, Excel and PowerPoint and One Note
* Managing and mentoring client support staff

**AWARDS/ACCOMPLISHMENTS**

* Crestron True Blue Spotlight-Highlight Award September, 2016
* HCL-Entergy Nuclear Corporation- going beyond-Call of Duty Award for months Jan-March, 2015
* Top Performer and Outstanding Service Desk Professional AT&T/ Pinnacle Resources, May 2014, June 2014 Spot Awards and November 2013, August 2013, April 2013
* Outstanding Awards Customer Service, May 2012-August 2012, Outstanding Awards for Lowest
* Customer Repeat Rate, S.W.A.T. for Speaking With Accuracy & Technique
* Outstanding Awards Customer Service, 5 Star Survey Award from Entergy and HCL America.

**WORK EXPERIENCE**

8/16 – 11/17 (contract)

**Crestron Electronics, Inc. / Plano, TX**

* AV Engineer / Engineer Technical Support Specialist (TSS) / *DM Certified Designer-4k(DMC-D-4k)*

*Crestron technology integrates technology with automation and control solutions for buildings and homes that let people control entire environments with the push of a button, integrating systems.*

* Provided engineering & technical support for project installation on Room Scheduling and Touch-Screen Wall Plates, transmitters, and processors. Business writing, testing, calibrating, diagnosing system issues, and some programming/troubleshooting
* Managed the team, received calls, emails and web-tickets for End Users, Enterprise, CSP’s, Government, Public & Organizations
* DM Certified Designer-4k(DMC-D-4k)
* Fusion Cloud / Room Scheduler / Thermostat
* Creston Shading Solutions/ Audio / Video Integration
* Simpl Windows / VT Pro programming
* Computer Networking
* Award: True Blue Spotlight for Customer Service 2016

10/14 – 7/16 (contract)

**Entergy Nuclear Corporation / HCL America Frisco, TX**

Engineer System Support Analyst/ Trainer

* System Support for Entergy Nuclear Sites
* Created and provided mainframe administration rights for users
* Administered and created password for various applications
* Unlocked, restored, synchronized Engineer, Technician, and Entergy User profiles and identity tools
* Windows Platform for Service Now and Remedy Service Desk Management
* Managed the team to receive calls, emails and web-tickets for end users and other Agency Service
* Helpdesk support, creating incident tickets or service request tickets, logging all pertinent information, outages, alerts, page outs, bridge created, and security monitoring alarms
* 24x7 support, SD, McAfee Virus protection dealing with firmware/malware setups.
* Prepared reports of daily operations with various tools like Avaya CMS, SNOW
* Provided root cause analysis for issues and problems raises in SD and avoid them in future.
* Good hold on L1 troubleshooting and knowledge on operating systems.
* VPN and remote access support and any other required support activities all while utilizing the ITIL Standards for Incident and Problem Management via IT Service Management and Heat.
* Streamlined workflows for Incident Management and applied ITIL methodology and quality initiatives.
* NOC Security Analyst that provided on-call support to the Enterprise SME.

7/14 – 8/14 (contract)

**Game Stop Texas Ltd. Grapevine, TX**

POS System Support Analyst

* System Support for Game Stop Stores
* Reset passwords for various applications
* Provided resolutions for all First Contact Resolutions (FCR)
* Assisted Helpdesk Technicians and Field Technicians
* Windows Platform used for shareware program

11/12 – 6/14

**Adams Communication Engineering Technology / Arlington, TX**

Project Manager / Project Coordinator / Senior Technician / Trainer

* Senior Service Desk Technician/Trainer/ Mentor/ Shift Leader
* Supported the training services provided to incoming helpdesk technicians
* Provided all aspects of support activities, including, installation, move, add, change, and any other required support activities all while utilizing the ITIL Standards for Incident and Problem management via Remedy and Service Now
* Streamlined workflows for Incident Management
* Quarterly customer service training for technicians
* Fielded all helpdesk calls from the National Service Desk for Department of Veteran Affairs
* Created the initial record of request for client
* Reset password for various applications
* Resolved all Tier One end user issues with first call resolution

8/11 – 10/12 (contract)

**AT&T/Pinnacle Technical Center Dallas, TX**

Tier II Technical Support

* Helpdesk and technical support related service
* Supported premises install and repair troubleshooting
* Customer service FTTN, and other Fiber Optic Wire use WFE (Work Flow Environment) SCANR
* Troubleshot routers for DSL, INID and FTN
* Supported training services provided to incoming helpdesk technicians, aspects of support activities including, installation, move, add, change and any other required support activities.

10/10 – 7/11 (contract)

**Novo 1 Call Center – Fort Worth, Texas**

Quality Control Analyst & Service Desk Technician

* Handled roadside assistance calls for AARP, Good Sam, Verizon
* Helpdesk and technical support related service issues
* Customer service and quality control coaching and guidelines procedure
* Operating System Technology and Network Management

6/08 – 8/10 (contract)

**Sigma Retail Group – TN, MS, FL, AK, GA**

Project Manager / Project Coordinator / Territorial Manager

* Project Manager for Home Depot located over several cities and states surrounding Tennessee area.
* Project managed a complete retail fixture solution through distinct service offerings, covering Energy Management, Project Management & Store Fitting, and Store Roll Outs & Asset Retrieval & Re-Use through to Consolidation &Transport.
* Lead Project Manager responsible for designing and building displays for Home Depot Store customers.
* Read Planograms and Blueprints to insure that products were safe for customers to continue to buy according to its exterior and interior designs.
* Supervised and managed 5 to 20 employees of Sigma Retail Group from abroad on special project to achieved significant improvements in the productivity of the company.

Other experience from 1992 – 2008:

* Alltel Corporation: AS400 Computer Operations/Tech Support
* Pioneer Electronics: Electronics Technician – Quality Control Analysis - **audio and visual, cosmetic and exterior support of refurbish products for electronic equipment such as stereos for home and automotive support.**
* Kinko’s / Fed Express Corporation: Assistant Store Manager / Printer Technician / Sales
* Hitachi Automotive - Assembly Line Remanufactured Technician
* United States Postal Service – Casual Mail Handler / Clerk
* Mapco Gas Station & Retail Store – Store Manager
* Backyard Burgers- Shift Manager
* Red Lobster – Production Assistant Manager
* Lambert’s Coffee – Territorial Manager (coffee and water) distribution.

**EDUCATION**

* University of Phoenix, AA Degree Information Technology / Web Development
* Tennessee Technology Center of Memphis- Graphics Design Certification
* Memphis Institute of Technology – Computer Technology
* Branell College – HVAC (Heating, Ventilation, Air Conditioning)
* Southern Regional Occupational Center – Emergency Technician