

Professional Summary

Detail-oriented Technical Support with extensive experience in Computer, networking and Printer support. Troubleshoots highly technical, complex issues with ease and patience. Delivers Tier 2 and 3 support knowledge.

Dedicated technical professional with history of meeting company goals utilizing consistent and organized practices. Skilled in working under pressure and adapting to new situations and challenges.

Accomplishments

- Reduced customer down time from 8 to 2 days through effectively deploying UPS drop locations and drop shipments to various locations central to HP remote Technicians.
- Achieved same day order placing within logistics by introducing personally written software to automate incoming purchase requests and place them into purchase system.
- Created HP Network EYE tool for Field Service Technicians to scan a clients network for on service devices and retrieve page counts and level of supplies and schedule services accordingly.

Work History

Hewlett Packard - L3 HP National Technical Service

Salt Lake City, UT

04/2016 - 01/2018

- Confirmed appointments, communicated with clients and updated client records.
- Resolved customer problems and complaints.
- Answered questions and addressed, resolved or escalated issues to management personnel to satisfy customers.
- Executed diagnostics, troubleshooting and evaluations on Printers.
- Maintained quality assurance and customer satisfaction objectives.
- Interacted with vendors, contractors and professional services personnel to facilitate prompt repairs and service for customers.

Printelligent INC. - Senior Field Service Technichian

Salt Lake City, Utah

04/2013 - 01/2016

- Scheduled service calls according to customer location and urgency of need.
- Disassembled and reassembled complex machinery to repair or replace worn or malfunctioning components.
- Tested equipment performance and demonstrated operation and servicing best practices.
- Recommended design changes, upgrades and replacements to improve systems performance.
- Inspected equipment and processes to reduce maintenance-related downtime incidents and mitigate equipment failures.
- Examined faulty equipment, interpreted reports and analyzed customer complaints to diagnose equipment malfunction.
- Mentored new hires, resulting in stronger staff development and increased productivity.
- Monitored participant workflow and behaviors throughout training process.
- Analyzed company training methods and made adjustments to rectify issues, increase efficiency and exceed training goals, resulting in decrease in call backs.

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Skills

- Content Creation Tools
- JavaScript Libraries and Frameworks
- Responsive Web Design
- Express Js
- Avid Learner
- Web and Application Servers
- Front-End Programming: HTML5, CSS3, React
- Back-End and Database Skills
- MVC Architecture
- Team Meetings
- Client Interfacing

Education

11/2022

University of Utah

Salt Lake City, UT

Fullstack Web Development : Fullstack Web Development

06/1997

Granger High School

West Valley City, UT

High School Diploma