Mark Kibble

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IT Technical Support

With a strong background in customer and technical support, I have extensive experience in troubleshooting and proactively addressing customer issues in both hardware and software. My professional journey began at Racelogic (2010-2016) , where I collaborated with numerous companies, clients, and colleagues across North America and the United Kingdom. In recent years, I have held various IT support roles, ranging from basic help desk to specialized positions in infrastructure, network, and server support. I have a dedicated, tech-focused home office that has been optimized for my productivity, drawing on my experience in setting up workstations for end users in various IT support roles. My workspace features a 32-inch curved 1440p monitor, a 24-inch curved 1080p monitor, and a monitor arm, enabling seamless integration of a provided laptop for a three-display setup. This well-equipped space allows me to work efficiently and effectively in a remote environment and demonstrates my commitment to utilizing the latest technology to maximize productivity. A sample of my technical proficiencies includes : Windows 10/11 and Office 365 applications Familiarity with a wide range of ticketing systems VOIP phone systems (hardware and software) Laptop repair (battery, screen, RAM, and storage replacement / upgrades) Building and maintaining desktop PCs 2009 to Till Hardware setup and deployment for office departments and K-12 computer labs I am committed to being a reliable and knowledgeable resource for others, continually striving for excellence in my work.

WORK EXPERIENCE

Dynamic Bdc • Michigan, USA • 11/2023 - 01/2024
Help Desk Technician

- Supported Porsche client with help desk needs for their dealer network. Managed tickets, supported users with dealer network needs : profile changes, new user creation, etc.
- Used Citrix/VPN/ServiceNow to support users and handle tickets.
- Lead new user training as Team Leader

Learning Care Group • **Novi, Michigan, USA** • 05/2022 – 09/2022
It Support Technician

- In my hybrid role as an IT Support Technician at Learning Care Group, I utilized my advanced technical skills and strong customer service orientation to provide top-tier IT and Help Desk Support. • Functioned as a Remote Help Desk Agent, consistently resolving hardware and account-related queries from employees, teachers, and staff. • Provided comprehensive support for Telephony and Network Equipment across all school locations, ensuring a seamless operational environment. • Efficiently managed service tickets via ServiceNow, ensuring timely resolution and maintaining high customer satisfaction. • A highlight of my tenure was my instrumental involvement in a significant buyout project of another daycare center. As a part of this large-scale initiative, I facilitated the onboarding process for all incoming employees in terms of tech hardware and access. This responsibility allowed me to demonstrate my organizational skills and ability to manage multiple stakeholders effectively. The successful execution of this project, as evidenced by positive feedback, underscored my ability to adapt to complex scenarios and deliver results. • Despite an early contract termination due to low enrollment numbers, my tenure ended on good terms, reflecting my dedication to service and positive work ethic.
- Remote IT Phone Support for LAUSD

Trinus Corporation • **Los Angeles, California, USA** • 11/2021 – 06/2022
Remote Technical Support / Team Trainer

- Excelled as a Tier 1 IT Support Specialist for LAUSD, troubleshooting hardware issues and managing accounts. • Streamlined issue resolution times by effectively logging tickets and tracking issues in BMC Remedy and ServiceNow. • Rapidly moved from the Family Hotline team to the Technical Support team due to demonstrated proficiency in issue resolution and initiative in training material creation. • Developed and executed a comprehensive training protocol, enhancing the hotline team's performance by 40%. • Leveraged skills and displayed exceptional performance to secure a transfer to the Technical Support team. • Designed and implemented a robust training program, resulting in a 30% improvement in the Technical Support team's problem-solving abilities. • Demonstrated leadership and strategic thinking, leading to a 20% increase in team efficiency and customer satisfaction levels.
- IT Help Desk Support for Trico Group

McPc / Trico Group • Rochester Hills, Mi, USA • 01/2020 – 03/2020
Onsite Technical Support Lead

- Fulfilled the role of an integral IT Help Desk Support member at MCPc for Trico Group, expertly managing a range of hardware and software issues within a Windows environment. • Showcased adaptability, assisting users with diverse software applications, thereby improving their operational efficiency. • Established and maintained VOIP phone systems, bolstering company-wide communication processes. • Streamlined onboarding by configuring hardware for new employees, expediting their integration into the team. • Facilitated a swift and seamless transition of the entire Research facility staff to a remote work setup amid the COVID-19 pandemic. • Championed the configuration of high-powered engineering laptops for CAD use, thus enhancing the team's remote work capabilities.

Macro Connect, Inc. • Detroit, MI, USA • 10/2018 – 05/2019
IT Infrastructure Consultant

- Served as an integral IT Infrastructure Consultant, providing wide-ranging on-site IT support to schools, SMBs, and non-profit organizations in the Metro Detroit area. • Oversaw comprehensive IT functions, including hardware configuration, account setup, and proactive planning for future technology upgrades. • Drove to client sites daily, resolving user and desktop support issues promptly and efficiently. • Streamlined business processes by setting up new accounts and distributing hardware to users. • Expertly repaired laptops and Chrome Books, reducing operational downtime and enhancing productivity. • Conducted thorough network, desktop, and printer support to ensure optimal interoperability and seamless operations. • Implemented an engaging after-school Android App design course, fostering students' creativity and technical skills. • Demonstrated technical expertise, versatility, and exceptional service commitment in a highly varied role, catering to the diverse IT needs of multiple clients.

Andersen Material Handling • Wixom, MI, USA • 08/2017 – 10/2018
It Helpdesk Technician

- As part of a collaborative IT team at Andersen Material Handling, I handled a variety of tasks across system administration, hardware and software support, and user management. This role allowed me to gain substantial exposure to diverse IT operations. • Contributed to a dynamic three-person IT team, providing support across six US offices, maintaining system operations and resolving technical issues. • Assisted in Active Directory management, facilitating resource administration and the creation of new user accounts. • Coordinated the creation of mailboxes on-premise and their migration to Azure/O365, streamlining email communication within the organization. • Ensured stability and security of the company's network infrastructure by maintaining the Meraki network hardware. • Managed the VoIP phone system, facilitating efficient setup and troubleshooting for seamless communication. • Participated in hardware management activities, including updating hardware for existing employees and setting up hardware for new hires. • Conducted regular training for office personnel, enhancing their ability to utilize various IT resources effectively. • Oversaw vendor support for Verizon, handling phone upgrades, backups, and new lines, thereby ensuring efficient communication infrastructure. • Developed daily support and help guides, offering a valuable resource for staff requiring assistance with common technical queries and procedures. ,

- This role offered a rich learning experience and the opportunity to be a part of diverse IT operations, further strengthening my technical skills and enhancing my capacity for teamwork and user support. Although the tasks I undertook did not constitute full system administration responsibilities, they were foundational for developing a comprehensive understanding of IT infrastructure.
- Software Support

Realtrac Performance Erp • Livonia, Mi, USA • 04/2017 – 08/2017
Remote Technical Support / New Client Agent • Full-time

- In this role at Realtrac Performance ERP, I embraced the challenge of software support and help desk management, demonstrating technical prowess and problem-solving skills while making significant contributions to customer service and operational efficiency. • Assisted in the development of an efficient support system to handle diverse customer needs including inquiries, bug reports, and improvement suggestions, utilizing CRM, Helpdesk, and JIRA. • Performed daily remote software support via TeamViewer, GoToAssist, and ZohoDesk, quickly resolving issues and minimizing downtime for clients. • Spearheaded fresh software installs on client and server PCs for many new customers, ensuring smooth and efficient setup. • Conducted software updates for existing customers, ensuring they benefitted from the latest features and improvements. • Executed functions within MySQL to update server installations and perform backups, providing an added layer of security and data protection for clients. • This position marked my initial foray into working with SQL, providing an enriching learning experience and further expanding my technical skills. I played a significant role in deploying full environments for clients, performing remote updates, providing remote support, and training all new clients.
- Additionally, I performed backups of client SQL databases to be stored on-site, ensuring the preservation of valuable client data. The experience gained in this role deepened my understanding of ERP systems and enhanced my technical skills, particularly in SQL and software support. This further equipped me for subsequent roles in the IT industry.

Racelogic • **Farmington Hills, MI, USA** • **09/2010 – 08/2016**
Customer Support Technician

- This multi-faceted role at Racelogic USA served as a foundational experience in my technical career, allowing me to wear several hats in providing customer and technical support within the Automotive Test Industry. • As a Customer Support Technician : • Performed comprehensive hardware and software support for Racelogic customers across North America, both remotely and on-site. • Assisted with the setup of test hardware on vehicles and guided clients through specific testing procedures. • Managed and analyzed data using Racelogic software, delivering valuable insights to customers. • As a Calibration Technician : • Led a dedicated department, managing all aspects of hardware return and calibration services. • Worked directly with clients and vendors, facilitating effective communication and service coordination. • Continually updated knowledge of calibration and test procedures, ensuring Racelogic products were optimally configured and tested for customer use. • As a Warehouse and Webstore Manager : • Developed and implemented efficient inventory, shipping/receiving, and online order processing systems. • Oversaw the successful distribution of hardware to customers and effectively managed stock levels. • Additional Contributions : • Regularly engaged with Racelogic offices in the US and the UK, fostering cross-continental collaboration through virtual and in-person meetings. • Assumed a pivotal role in training new users, highlighting my ability to relay complex technical information effectively. • This position served as an invaluable stepping-stone in my technical support career, combining hands-on experience with a broad range of responsibilities

EDUCATION

Oxford High School • 12/2008

SKILLS

Active Directory, Active Directory Management, Business Operation, Cisco Meraki, Communication Management, Comprehensive, Computer Hardware, Computer Maintenance, Computer Network, Computer Technology, Customer Analytics, Customer Needs, Customer Satisfaction, Data Analysis, Data Backup, Delivering Results, Desktop Troubleshooting, Educational Program, Enterprise Resource Planning Software, Expediting, Forward Planning, Hardware Testing, Hardware Troubleshooting, Help Desk, Identity Management, Information Technology Infrastructure, Interoperability, Issue Resolution, IT Asset Management, JIRA, Material Handling, Microsoft 365, Microsoft Azure, Microsoft Windows, Mobile App Design, Mobile Device Management, MySQL, Network Administration, Network Infrastructure, Networking Device, Onboarding, Operational Efficiency, Order Processing, Provide Support, Remedy 9 Software, Remote Desktop Support, RescueAssist, Seamless Integration, Service Desk Management, Service Management, ServiceNow, Software Installation, Software Technical Support, Software Upgrade Management, SQL, Staff Training, Strive For Excellence, System Operation, TeamViewer, Technical Competency, Technical Documentation, Test Procedure, Ticketing Software, Versatility, Virtual Private Network, VMware AirWatch, Voice Over Internet Protocol, Windows NT, Windows Server