

Mark Kibble

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<https://para-droid-ai.github.io/showcase/>

IT Technical Support

Highly motivated and experienced IT Support Specialist with over 10 years of experience in troubleshooting, customer service, and technical training. Proven ability to resolve complex technical issues, manage projects, and improve team performance. Seeking to leverage expertise and experience to contribute to a challenging and rewarding IT support role.

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

WORK EXPERIENCE

Dynamic Bdc Help Desk Technician

Michigan, USA • 11/2023 - 01/2024

- 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
IT Support Technician

Novi, Michigan, USA • 05/2022 – 09/2022

- 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
Remote Technical Support / Team Trainer

Los Angeles, California, USA • 11/2021 – 06/2022

- 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
Onsite Technical Support Lead

Rochester Hills, Mi, USA • 01/2020 – 03/2020

- 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.
IT Infrastructure Consultant

Detroit, MI, USA • 10/2018 – 05/2019

- Provided on-site IT support to schools, SMBs, and non-profit organizations in the Metro Detroit area.
Oversaw hardware configuration, account setup, and planning for future technology upgrades.
Repaired laptops and Chrome Books, reducing operational downtime.
Conducted network, desktop, and printer support.
Implemented an after-school Android App design course.

- Key Client: Gleaners Food Bank

Provided new device setups, new employee hardware setups, and hardware swaps.
Offered VOIP support and mobile grocery support.
Assisted with donation day setup, including the call panel and volunteer support.
Consistently exceeded expectations in supporting Gleaners' mission-critical technology needs.
Volunteered additional time to further support Gleaners' IT infrastructure and staff.

Andersen Material Handling
IT Helpdesk Technician

Wixom, MI, USA • 08/2017 – 10/2018

- 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

VOLUNTEERING & LEADERSHIP

Gleaners Community Food Bank

Warehouse Help

10/2018 – 10/2019

Detroit, Michigan