

PROFESSIONAL EXPERIENCE

I have 20 years of experience providing technical support in various environments. From webhosting to IT. In my current role at Foss Maritime, I am Helpdesk Support Analyst II, providing support to 2000 users over four campuses. I troubleshoot hardware/software issues in person, on the phone, via email, and remotely. In my current position, I am the senior Helpdesk Analyst. I provide support to my team as an escalation point for more complex issues and provide training to new employees.

TECHNICAL SKILLS

- **Operating Systems:**
 - **Windows:** XP, 7, 8, 10
- **Ticketing Systems:** LANDesk, Sales Force, Sysaid, CRM
- **Knowledge Base Systems:** SharePoint,
- **Applications/Software:** MS Office Suite 2010/2011/2013/2016/O365 (Excel, Word, Outlook), Adobe Reader/Acrobat, SharePoint 2010/2013/Online, Exchange 2010, Microsoft Active Directory, Internet Explorer 9/10/11, Microsoft System Center Service Manager, Lync/Skype for Business 2010/2013/2016, Adobe Creative Suite, OneDrive, OneDrive For Business, Dropbox, PowerShell, Mitel Phone System
- **Hardware Supported:** Dell, Lenovo, HP Peripherals (Monitors, Docking stations), Laptops (Dell, HP, Lenovo), Workstations (Dell, custom), Printers (HP, Brother, Xerox, Konica Minolta), Mac, iPhone, iPad, Android Devices, Surface Pro 1-4, Mitel Phones

HELPDESK ANALYST II FOSS MARITIME: SEATTLE, WA

July 2014 – Present

- Provided technical support to customers regarding service issues on telephone, email and through tickets
- Analyzed and troubleshoot software and hardware issues
- Helped customers identify and resolve issues pertaining to Exchange, Word and various MS Office applications
- Provisioned new machines and users to domain via Active Directory and installed and setup required software (IE: Outlook to connect to exchange)

SUPPORT SPECIALIST/WEB DESIGNER, DATABERRY INC: BOCA RATON, FL

July 2013 – September 2013

- Provided technical support to customers regarding service issues on telephone, email and through tickets
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TECHNICAL SUPPORT, WATCHGUARD TECHNOLOGIES: SEATTLE, WA

2008-2011

- Exceeded daily case quota, closing an average of 20 cases daily (50% above quota) with a 85% first-call resolution ratio.
- Diagnose, troubleshoot and resolved a range of software, hardware issues. Excel in asking probing questions and researching, analyzing and rectifying problems.

TEAM LEAD, AFFINITY (VALUEWEB) INC: FT. LAUDERDALE, FL

2000-2007

- Routinely exceed call-handling goals, closing an average of 60 calls daily (25% above quota) with a 75% first-call resolution ratio and an average talk-time of 10.5 minutes -- below 14-minute goal.
- Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues. Excel in asking probing questions and researching, analyzing and rectifying problems.
- Resolved complex problems that required escalation. Provided detailed descriptions of issues in trouble ticket system and followed up diligently to ensure swift resolutions.
- Received "outstanding" ratings on performance reviews each year, with top marks in teamwork, customer service, communication skills and technical problem solving.

EDUCATION

Sheridan Vocational

Graduated March 2000