SEAN WALTERS

Supervisor - Technical Support

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- 412-926-0244
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Enterprise systems professional experienced in application support, workflow analysis, and SQL-based data validation. Strong background in gathering business requirements, supporting system configuration updates, and collaborating with cross-functional stakeholders to improve reliability and operational efficiency. Seeking to contribute analytical and systems expertise within a healthcare environment.

WORK EXPERIENCE

► Supervisor - Call Center Tech Customer Service
Jan 2025 - Dec 2025

- Led enterprise application support in a structured, change-controlled environment, ensuring system reliability and data integrity.
- Partnered with business stakeholders to gather requirements and translate them into system workflow and configuration updates.
- Analyzed operational and system performance data to identify defects, data inconsistencies, and process gaps.
- Supported validation of system updates through structured testing and data review.
- Maintained detailed documentation of system changes, issue resolution, and process standards.

► Senior Analyst - Operations Support / Learning & Development
Dec 2023 - Mar 2024

- Developed workflow documentation and process maps to support system consistency and cross-team alignment.
- Assisted in validating configuration changes and system enhancements through structured testing and backend data review.
- Leveraged SQL knowledge to perform data validation and support reporting accuracy.
- Collaborated with technical teams to improve data reliability and operational efficiency.

► Customer Support Analyst - Verizon Internal Helpdesk
Jun 2019 - Dec 2023 / Mar 2024 - Jan 2025

- Provided Tier I/II support for enterprise communication and infrastructure systems in a production environment.
- Conducted root cause analysis on complex system issues and coordinated escalations to engineering teams.
- Supported configuration updates and participated in controlled application build adjustments.
- Documented incident patterns and system behaviors to support data consistency and audit readiness.

► Fiber Customer Support Analyst - Verizon Communications
Sep 2016 - Jun 2019

- Diagnosed and resolved system and connectivity issues across voice, data, and video platforms.
- Coordinated cross-functional teams to restore service and validate system functionality following changes.
- Maintained accurate case documentation to ensure traceability and compliance with operational standards.

CORE COMPETENCIES

Soft Skills

- Leadership & Coaching
- Stakeholder Communication
- Collaboration
- Adaptability
- Problem Solving
- Attention to Detail
- Continuous Learning
- Critical Thinking

Technical Skills

- SQL (joins, aggregations, data validation)
- Data Mapping & Field-Level Validation (if accurate to your experience)
- Enterprise Application Support
- Requirements Gathering
- Workflow Analysis & Documentation
- System Configuration Support
- UAT / Change Validation
- Root Cause Analysis
- Microsoft Excel

EDUCATION

Associates of Computer Networking
ITT Technical Institute   2014 - 2016

OTHER

- **Certified:** G Suite | Google Data Analytics
- **Languages:** English