

# BRYAN GONZALEZ-MOYANO

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## PROFESSIONAL SUMMARY

Technical Analyst that likes to learn and can create custom customer solutions. Proficient with escalations, understanding of complex topics, great interaction with customers, a strong believe in communication, team productivity and collaboration.

## SKILLS

- Troubleshooting and diagnosis
- Fluent in Spanish
- Java, HTML5, SQL
- Technical reporting
- VoIP and IT support
- Technical Documentation
- Workflow improvement
- Microsoft Office Applications
- Application Support

## EXPERIENCE

### Senior Technical Analyst - Evolve IP, 2019 - Current

- Analyzed PCAPS to identify call quality issues that include call drops, choppy audio, echo static and one way audio
- Collaborated with Engineers to identify root cause of incidents
- Troubleshoot, reviewed and modified network equipment to ensure optimal call quality and network connectivity
- Troubleshoot Polycom and Yealink device settings along with creating, deleting, and modifying phone configurations

### Preferred Client Services - Iron Mountain, 2016 - 2018

- Manage customer accounts for high level customers (Xerox, Chrysler, United Rentals)
- Work as a team with sales representatives to update accounts according to sales needs and
- Manage escalations and any issues that customers are having on a personal level
- Manage customer's billing and provide custom solutions

### Customer Care Representative II - Iron Mountain, 2015 - 2016

- Iron Mountain Connect Support team
- Created specialized reports for both Internal and external contacts.
- Assist customer with Billing Issues and finding the root cause
- Assist customers with Account updates
- Participated in the mentor program assisting new hires

### Customer Care Representative - Iron Mountain, 2014 - 2015

- Process customer's orders in timely manner
- Follow the appropriate procedures to resolve customer's issues
- Provided the Cornerstone Team with afterhours support. (After 7PM)
- Part of the PNC Bank dedicated orders team.
- Data Management orders team.

## EDUCATION

Bachelor of Science in Computer Science  
West Chester University of PA, West Chester 2022

Associate of Science in Computer Science  
Montgomery County Community College, Blue Bell 2019