

Mark Strother

Call Service IT Representative

Louisville, KY 40220

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502.938.5945

A resourceful and flexible Call Service IT Representative with a documented success in challenging positions, as well as a record of unprecedented accomplishment, mission-critical decision making, time-management, and extensive teamwork abilities.

Authorized to work in the US for any employer

Work Experience

Tier 2 Support Specialist

Extreme Reach - Louisville, KY

November 2019 to May 2020

- Assisted customers in finding existing and missing syndication content.
- Answered high volume of Support calls and emails, while maintaining excellent customer service.
- Troubleshooted hardware and satellite issues over the phone with customers that were supported.
- Created and escalated tickets to internal departments to report delivery issues and platform performance and functionality using Ad Bridge ticketing system.
- Ran daily and weekly reports and performed other duties as assigned by manager

Tech Support Tier

Cenveo - New Albany, IN

May 2018 to November 2019

- Managed Label location Symantec security project
- Managed Label locations Windows Update Patch project
- Handled account unlocks, password reset and software installation
- Utilized Service Now ticketing system to document all work and all troubleshooting
- Setup Hardware, PC's and MacOS systems for users in organization. Retrieved assets when users leave organization.
- Document machines in Altiris console for all assets deployed to all users

APEX Contractor

GE - Louisville, KY

May 2017 to December 2017

- Handles calls from delivery agents out in the field and at distribution centers
- Interactions with customers on IT troubleshooting steps via phone and internet i.e. Slack/Skype
- Strong knowledge of mobile hardware platforms including smartphones
- Log service tickets into Jira ticketing format and Smartsheet tracking system
- Working knowledge of Active Directory, disable and re-enable agents accounts

Help Desk Representative

DSC Tier - Fort Knox, KY

February 2015 to May 2017

- Provides a 2nd level of technical and troubleshooting support to NOC staff, junior DSC members, and others
- The Tier 2 team provides network-wide technical support, training, and guidance to junior and less experienced technicians within the NOC and DSC organizations
- Handle escalated trouble tickets to resolve network service issues
- Recommend solutions to correct network trouble issues and faults
- Apply comprehensive technical knowledge to the troubleshooting of network problems
- Track and update troubles in CA Service Desk ticketing system
- Work with vendors to resolve issues that cannot be resolved internally
- Support processes and activities related to network change management

Help Desk Representative

DSC Tier - Fort Knox, KY

March 2014 to February 2015

- Provide support to Defense Manpower Data Center (DMDC) Beneficiaries having problems with DMDC services, PC, server, or mainframe applications and hardware
- Interact with network services, software systems engineering, and/or applications development to restore service and/or identify and correct core problem
- Provided polite and friendly customer service
- Simulate or recreate user problems to resolve operating difficulties
- Provide customer service for an inbound contact center environment that supports hardware, software, and network communications for Defense Manpower Data Center (DMDC) applications
- Research and resolve caller inquiries by utilizing established procedures, user manuals, accessing on-line applications, or interacting with internal and external support groups
- Troubleshoot and resolve hardware, software and communications issues by interacting with hardware vendors
- Utilized Remedy ticketing system

Grocery Associate

Sam's Club - Jeffersonville, KY

February 2013 to August 2013

- Provides Member service by acknowledging members needs
- Assisting with purchasing decisions, locating merchandise, resolving issues and concerns, and promoting the Company's products and services
- Maintains groceries presentation by stocking groceries, setting up, cleaning, and organizing product displays, removing damaged goods, signing and pricing groceries appropriately.

Power Generation Mechanic

AC First LLC

December 2011 to December 2012

Kandahar, Afghanistan

- Performs maintenance on diesel generators below 750 KVA - Kilo Volt Amperes
- Responsible for ordering and receiving service and replacement parts
- Troubleshoots installation and performs technical work by utilizing electrical wiring diagrams and schematics
- Maintains, repairs, and service power generators

Quartermaster Mechanic

Power Generator - Fort Lewis, WA

April 2005 to June 2005

- Perform 10/20/30 level maintenance on all ground support and engineering equipment
- Solve technical problems related to power generators, electrical distribution systems, quartermaster equipment, and wheeled vehicles
- Solve technical problems related to power generators, electrical distribution systems, quartermaster equipment, and wheeled vehicles

Education

Associated Degree Network Systems Administration

ITT Technical Institute - Louisville, KY

2015

Skills

- Active directory
- Dhcp
- Tcp
- Vpn
- Database
- Microsoft access
- Microsoft sql server
- Sql server
- Sql
- Sftp
- Ssl
- Ftp
- Http
- Routing protocols
- Firewall
- R2
- Udp
- Microsoft windows
- Windows 10
- Windows 7
- Desktop Support
- Help Desk
- Tech Support
- MAC

- Service Desk
- Helpdesk Support
- Call Service Representative at Tier 1 and Tier 2 level position
- Tech Support IT Help Desk
- WAN/LAN Firewall Configuration/Troubleshooting
- Active Directory Users and Groups Configuration.
- AD DS Configuration
- DHCP Configuration
- Active Directory
- Organizational Unit and Group Policy Configuration
- Virtual Private Network (VPN)
- Operating Systems MacOS, Microsoft Windows Software:
- Database: Microsoft SQL Server and Microsoft Access
- Platforms: Microsoft Windows® XP, Microsoft Windows 7, Windows 10
- Microsoft windows Server 2008 R2, 2012
- Microsoft Office 2010, Microsoft Office for MacOS 2011 Hardware:
- TCP
- UDP
- SSL
- Cables
- Printers
- Routers
- Workstations