

Vince Rosas

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SUMMARY

Experienced Tier 4 Support Manager with 23 years of experience in leadership, knowledgebase management, KPIs, and technical support. Proven track record of successfully managing customer satisfaction and staff morale. Skilled in providing technical support and troubleshooting customer issues.

EXPERIENCE

Tier 4 Support Manager | EPIC iO Technologies (Formerly Intellisite)

May 2023 - Present, Idaho, United States · Remote

- Handled escalations from lower tiers, other departments, and high priority clients.
- Created training material and documentation for department.
- Authored 20 internal use KB articles.
- Authored 4 customer facing KB articles providing written instructions to customers.
- Hosted multiple customer training sessions providing in-depth knowledge of products and services offered.
- Resolved networking issues utilizing on-site resources.
- Managed ticket queue through automations and manual ticket assignment based on engineer skill level.
- Created 4 KPIs to measure support engineer performance.
- Improved Customer Support by achieving a 90% customer satisfaction rating for the year.
- Mentored support engineers to encourage employee growth and increase employee retention and engagement.

Installation Manager | IntelliSite (Formerly QPCS)

July 2020 - May 2023, Ceres, CA

- Managed installation schedule and ensured profitability on the installation side of business.
- Managed 4 field techs to reduce cost overruns.
- Trained 4 field techs on technical aspects of installations to increase productivity, versatility, and employee growth.
- Managed 2 equipment builders to minimize downtime.
- Stocked or ordered parts for installation and builds in a timely manner and managed warehouse.
- Managed vehicle and equipment maintenance for 5 vehicles and 1 towable boom lift.
- Documented and configured equipment properly before delivering or installing equipment for each project.
- Trained new engineers on policies, procedures, and best practices.

Senior Technical Engineer | QPCS, LLC - Technology Integration Experts

October 2016 - July 2020, Modesto, CA

- Configured camera hardware from 4 vendors (Axis, Hikvision, Messoa, and Bosch).
- Configured networking equipment from 5 different vendors (Cradlepoint, Cisco, Netgear, Linksys, Encore) for security and remote access.
- Installed and configured Operating Systems on both native and virtual appliances, primarily Windows and Ubuntu.
- Remotely troubleshoot software, hardware, and network issues through remote desktop connections, email, or phone calls.
- Certified on Milestone and Genetec for design, installation, and configuration.
- Certified in Axis hardware installation and configuration.
- Managed traditional tech support customers with issues in Windows Server/10/7/XP, networking, peripheral setup, troubleshooting remotely and regular on-site visits.
- Trained field installer on technical aspects of installation. Trained new engineers.

Local Contractor | Go2IT Group

September 2008 - October 2016, Northern California

- Installed wireless POS registers and tablets for multiple BestBuy locations in California.
- Performed upgrade of registers at multiple BestBuy locations in California to all-in-one registers.
- Installed and configured 2 POS terminals, 1 back-office computer, and 1 store server at Justice/Limited location in Tracy, CA.
- Supervised replacement of all company desktops being upgraded from Windows XP to Windows 7 at DoubleTree Hotel in Modesto, CA.
- Configured network drives and printers on each desktop. Reinstalled company software per guidelines.
- Completed a total of 49 group and solo projects from 2015 to 2016.

Retail Assistant Manager | The Wireless Stores, Inc

January 2014 - March 2014, Merced/Atwater, California

- Handled customer escalations and resolved customer issues.
- Coordinated schedules for 3 store locations with 5-10 employees each.
- Managed inventory and supply ordering for 3 stores locations.
- Trained new associates on sales best practices and company policy and procedure.
- Trained existing associates on new products and services.

Retail Sales | AT&T

October 2009 - March 2013, Brentwood/Tracy, CA

- Sales of equipment and services for home and mobile use.
- Performed bill analysis for customers to ensure proper billing.
- Handled customer escalations for dissatisfied customers.
- Kept return rate and cancellation rate below 10%.
- Recommended plans for customers based off usage and budget.
- Met monthly sales quotes every month for activations, accessories, and monthly recurring revenue.
- Managed small business customer accounts (under 20 lines) by being the primary point of contact.
- Maintained a customer satisfaction score above 90%.

firedog | Circuit City

November 2003 - March 2009, Modesto, CA

- Delivered and set up home theater equipment, home networking equipment, and PC equipment for over 75 customers per month.
- Performed PC, networking, and home theater diagnoses in home for at least 3 appointments a day.
- Performed PC repairs in store and in home and provided superb customer service.
- Provided in-home and in-store consultations for home theater and PC equipment.
- Completed 3-5 installs each day, at least 5 days a week.
- Ensured 100% accurate on-vehicle inventory daily, weekly, and monthly.
- Provided customers with information about additional products or services at every appointment.
- Completed daily vehicle log to track miles, fuel, and maintenance.
- Completed daily repair inventory when working in store.

EDUCATION

Bachelor's Degree, Information Technology | Southern New Hampshire University

3.796, Manchester NH, 2021

CERTIFICATIONS

Cradlepoint Certified Network Professional - NetCloud Exchange | Cradlepoint, part of Ericsson

2023

Cradlepoint Certified Sales Professional | Cradlepoint, part of Ericsson

2023

Cradlepoint Certified Sales Professional - NetCloud Exchange | Cradlepoint, part of Ericsson

2023

Explore / analytics | Zendesk

2023

Cradlepoint Certified Network Professional - 5G | Cradlepoint, part of Ericsson

2023

Cradlepoint Certified Sales Professional - 5G | Cradlepoint, part of Ericsson

2023

Foundational Support | Zendesk

2022

Cradlepoint Certified Network Professional | Cradlepoint, part of Ericsson

2020

Microsoft Certified Professional | Microsoft

2006

SKILLS

Industry Knowledge: Zendesk, Technical Documentation, Employee Training, IP Cameras, System Deployment, Security System Design, State and Local Government Sales, Customer Support, Help Desk Support, KPI Reporting, KPI Dashboards, Key Performance Indicators, KPI Implementation, Key Metrics, KPI, IT Operations, Cybersecurity

Tools & Technologies: Linux, HTML, Microsoft Office, Computer Hardware

Interpersonal Skills: Management, Leadership