

Summary

Technical professional passionate about IT, experienced in Windows through 11, Apple OS through Ventura, Linux, and iOS, with an extensive knowledge of technical support, computer hardware and software, technical training and development, and operations management, looking to broaden my skills and help customers.

Top Skills

Customer service and call center; Microsoft Certified Systems Engineer (MCSE) and MCP, CompTIA A+, Network+ and Server+, Apple Certified Macintosh Technician (ACMT); Windows, Apple OS, iOS, Linux, AIX operating systems; troubleshooting and problem solving; hardware certifications from Dell, HP, Compaq, IBM, and Apple; database administration.

Technical Experience

- Handle Tier I and II technical issues by phone, remotely, and in the field
- Troubleshoot and resolve issues and within established SLA's
- Communicate with the customer as required: keeping them informed of incident progress, notifying them of impending changes,
- Document technical issues, maintain ticketing systems, escalate issues to the appropriate resource if needed
- Review and prioritize outstanding support requests
- Ensure security and privacy of networks and computer systems
- Help our customers succeed by delivering outstanding service through the management and execution of their service requests

Work Experience

FOOD SAFETY AND QUALITY ASSURANCE SUPERVISOR

Pilgrim's Pride, Mt. Pleasant, TX / Jan 2019 – Dec 2022

- Manage a team of Quality Assurance Technicians to maintain food safety and ensure that all customer quality specifications and expectations are met or exceeded

TECHNICAL SUPPORT SPECIALIST

Quadric Software, Winooski, VT / Mar 2015 - Oct 2015

TECHNICAL SUPPORT SPECIALIST

Small Dog Electronics, South Burlington, VT / Jan 2014 - Jan 2015

TECHNICAL SUPPORT SPECIALIST

College of Medicine Information Systems, University of Vermont, Burlington, VT / Mar 2005 - Sept 2009

TECHNICAL SERVICES COORDINATOR, TECHNICAL INSTRUCTOR

Vermont Panurgy, South Burlington, VT / 2003 -2004

TECHNICAL INSTRUCTOR

Vermont Panurgy, South Burlington, VT / 2001 - 2004

Education

University of Vermont, Burlington, VT

Psychology, 80 credits, 3.84 GPA