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TECHNICAL SKILLS

- Phone Support
- Technical Documentation
- End User Support
- Incident Notation
- Service Now

PERSONAL PROJECTS

- User Support Knowledge Base
- Independant Learning
  - Terraform
  - Docker
  - PowerShell
  - GIT Hub
- Creativity
  - Blender
  - Illustrator
  - Premier Pro
- Knowledge Enthusiast
- Independant Wrestling Trainee

PROFILE

Results-driven Technical Support Specialist with 10+ years in service desk and phone-based technical support, 10 years as a hardware technician, and 3 years in wireless ISP network troubleshooting. Skilled at translating complex technical concepts into clear, actionable instructions for non-technical users. Seeking a Network Operations position where extensive hands-on expertise and customer focused problem-solving can contribute to operational excellence.

EXPERIENCE

Tier 1 Support
2015 - 2017

Maritz

Provide first-line technical support for all customer equipment types, delivering clear, step-by-step guidance to resolve issues efficiently.

Document and track support cases for resolution or escalation to technical and user support teams when outside Tier 1 scope.

Develop and maintain knowledge base content by authoring clear, concise, and user-friendly technical articles, FAQs, and troubleshooting guides based on recurring end user issues and product updates. Collaborate with Tier 2/Networking teams to validate technical accuracy and relevance. Test and refine documentation by following procedures step-by-step to ensure clarity, correctness, and usability for both technical staff and non-technical end users. Continuously update articles to reflect new features, policy changes, and best practices

Support operational efficiency through precise case handling, accurate escalation, and clear communication between departments.

Tier 1 Support
2019 - 2021

Wisper ISP

Provide first-line technical support for all customer equipment types, delivering clear, step-by-step guidance to resolve issues efficiently.

Document and track support cases for resolution or escalation to Tier 2/Networking teams when outside Tier 1 scope.

Coordinate with dispatch to schedule field technician visits when on-site service is required.

Explain technical concepts, service capabilities, and limitations to non-technical customers in an accessible manner.

Recommend service options tailored to customer needs and available packages.

Manage equipment transfers between accounts, process shipments, and maintain accurate documentation.

Support operational efficiency through precise case handling, accurate escalation, and clear communication between departments.

Image Technicain
2012- 2019

World Wide Technologies

Prioritized and processed high-volume device imaging orders, ensuring on-time delivery in fast-paced production environment.

Verified device specifications and image types to meet client requirements and minimize configuration errors.

Set up, configured, and tested hardware, peripherals, and firmware to guarantee full functionality prior to deployment.

Performed detailed quality assurance checks, labeling, and documentation for accurate asset tracking.

Managed order scanning, logging, and inventory control to maintain operational efficiency and prevent loss.

Supported process improvements that increased imaging throughput and reduced rework.