

FIELD SUPPORT SPECILIST

Summary

Technology support representative providing workstation and application support. Provides end-user support via phone in a service desk environment. Installs, troubleshoots, maintains and uses a variety of computer systems, software and peripheral devices.

Highlights

- Network traces
- Technical standards and deliverables
- Critical thinker
- Technical standards and deliverables
- Telecommunications field service
- Network security
- Network protocols
- Proficient in Internet Technologies
- Proficient in Windows
- MS Office proficiency
- Efficient data management
- Excellent communicator
- Cisco routers and switches
- Supporting IP Telephony
- Visio
- Analysis and problem solving

Education

Master of Science : Network Communications Management 2016 Keller Graduate School of Management , City , State , United States of America

- 3.15 GPA
- Master's Degree of Network Communications Management
- Concentration in Technology Apps 3.35 GPA
- Completed data model normalization
- Process modeling
- Object oriented analysis
- Created Entity Relationship Diagrams in MS Visio
- Knowledge of user interface design

Bachelor of Science : Interdisciplinary Studies with a concentration in Mathematics 2003 Texas Southern University , City , State , United States of America

- 3.1 GPA
- Coursework in Interdisciplinary Studies, Mathematics, Elementary and Middle School Education

Experience

Company Name City , State Field Support Specilist 06/2017 to Current

- Download radio and alarm panel programming information into new/existing accounts in response to telephone requests.
- Provide real-time installation quotes to field technicians and limited technical support to customers. Enter order information into the system for technician upsells and process payments as applicable.
- Troubleshoot system functionality related to radio registrations and panel programming in response to failed confirmation requests.
- Process data changes received via mail, fax, phone or internal ticket on Informix and MasterMind.
- Supports reps with CPQ and Matrix
- Schedules new installations and add-on equipment (Order Entry) Supports system and device upgrades
- Verifies customer contract/billing accuracy
- Captures, maintains and verifies customer information with painstaking attention to detail
- Utilizes contingency plans during system outages to continue to support our internal customers
- Provides site redundancy for Home Health Provisioning and Technical Assistance Groups

Company Name City , State Technical Support Representative 01/2017 to 01/2017

- Customer service role providing technical & customer service support via phone & video chat, to customers who require assistance navigating or trouble shooting issues they may experience within Intuit and Turbo Tax Products.
- Resolved customer complaints and concerns with strong verbal and negotiation skills.
- Provided thorough support and problem resolution for customers. Managed IT setup and service requests for Intuit and Turbo Tax .

Company Name City , State 8th Grade Reading/ Language Arts Teacher 01/2005 to Current

- Prepares lessons reflecting accommodations for differences in student learning styles

- Provide a variety of planned learning experiences integrating different learning methods in order to motivate and inspire students.
- Develop lessons with district mission in mind, aligned to district and state instructional goals and objectives and subject area
- Maintain a classroom environment that promote safe, effective learning
- Continuously engage with students, parents, and community members to advance student outcomes
- Establish and implement effective classroom management procedures
- Create systems to monitor and assess student learning
- Collaborate with professional staff to identify and address student needs regarding health and learning styles
- Be available for counseling with students and parents before and after school
- Keep accurate records of student information; compile, maintain, and file all reports, records, and other documents required by the school and district
- Present subject matter according to guidelines established by Texas Education Agency, Board of Trustee policies, and administrative regulations

Company Name City , State Customer Service 06/2000 to 08/2003

- Collected customer feedback and made process changes to exceed customer satisfaction goals.
- Provided accurate and appropriate information in response to customer inquiries.
- Demonstrated mastery of customer service call script within specified timeframes.
- Addressed customer service inquiries in a timely and accurate fashion.

Skills

- Knowledge of Telecom industry
- Experience in 2-way radio systems, satellite systems and FCC/FAA
- Functional understanding of 802.11, Wireless VOIP protocols and Wireless Mobility
- Proficient in Network Protocols TCP/IP/SIP/MGCP/SCCP/MPLS
- Windows 7, Windows 10-
- Active Directory-
- TCP/IP networking-
- Tablet Technologies-
- Smartphone technologies-
- Microsoft Office proficiency-
- Messaging technologies including but not limited to Exchange and SMTP-
- Wireless technologies-
- VPN technologies-
- PC Security-
- Telecommunications-
- Web Technologies-
- Video Conferencing