

SENIOR TECHNICAL ANALYST

■ QUALIFICATIONS PROFILE

Analytical, performance-focused, and multifaceted professional, offering broad-based experience in all facets of information technology operations, encompassing software and hardware installation, system administration and upgrades, IT service management, and technical support. Recognized for demonstrating proactive approach in overseeing small- to large-scale projects, while maintaining strict alignment with client's requirements and project goals. Known for proven expertise in analyzing organization's procedures; identifying complex technical issues; and developing actionable solutions to increase system reliability and improve productivity. Equipped with solid interpersonal and communication skills in coordinating with clients and senior management to ensure high-quality completion of designated responsibilities within set deadlines.

■ AREAS OF EXPERTISE

Network Configuration and Security
Cloud Computing
Telecommunications Operations
Multi-Site Technical and Helpdesk Service Management
Strategic Planning and Implementation

Downtime Reduction
System Transition and Integrations
Resource Management
Troubleshooting, Repair, and Maintenance
Service Coordination and Delivery

■ PROFESSIONAL EXPERIENCE

COMPANY NAME ■ CITY, STATE (2014–PRESENT)

Technical Analysis Senior Associate

2016–Present

- Accomplish tracking and troubleshooting activities in all satellite locations, along with other technical support operations which include:
 - Identification of potential issues affecting end user experience and follow-through on action steps;
 - Execution of troubleshooting, parts replacement, system upgrades, basic deployments, and repair on client assets in other remote locations;
 - Escalation of issues to desktop support site lead that may negatively impact client end user and entire operation in site;
 - Assessment, troubleshooting, and approval of operational quality desktops, notebooks, printers, and associated peripherals; and
 - Installation and maintenance of technical products, along with configuration of desktop and notebook at customer sites
- Efficiently handle operations associated with the integrity and availability verification of all hardware, server resources, system processes, application logs production and test hardware, as well as with the operating system, software, and selected telecommunications devices
- Create and implement work templates and necessary policy recommendations to the regional director
- Conduct deskside support service delivery in compliance with the Managed Client Policy and Procedure Guide
- Communicate with client end user regarding expectations and availability to deliver managed client services
- Act as an entry point in developing both technical and customer skills for professional growth in preparation for broader and more challenging field services roles
- Offer assistance to customers in system operations and maintenance, while adhering to predefined procedures and tasks in everyday activities

Career Highlights:

- ✓ Succeeded in resolving more than 1,000 helpdesk tickets and optimizing ticket resolution time by 38%
- ✓ Led the smooth migration of over 400 users, from Windows 7 to a Windows 10 operating system
- ✓ Designed a device staging tool that eventually adapted and utilized across the company
- ✓ Steered efforts in consolidating translation software and services into current system

- ✓ Spearheaded and ensured completion of transitional hardware and software special projects in strict compliance with contract requirements
- ✓ Played a key role in increasing customer satisfaction by providing consultative advice to customers on preventive maintenance and configurations that improved product performance
- ✓ Drove significant efforts in meeting client service level agreements (SLAs) and satisfaction goals

Technical Analyst

2014–2016

- Expertly managed IT systems and initiated system modifications to boost efficiency and recognize appropriate procedures for IT technologies
- Rendered hands-on support in performing equipment configurations and installing circuits and data jacks for the internet connections, setup, and maintenance of Windows-based servers, firewalls, switches, and load balancers
- Completed all documentation for integration of Voice over Internet Protocol (VoIP) phone system

Career Highlights:

- ✓ Directed the successful restoration of network connectivity in more than 200 sites
- ✓ Demonstrated expertise in reducing vulnerabilities by 35% and maximizing improved network performance by 20% through effective application tracking and prioritization

■ ADDITIONAL EXPERIENCE

COMPANY NAME ■ CITY, STATE

Chief Executive Officer (CEO)

2019–Present

- Guarantee the delivery of digital media services for clients aiming to build connection with consumers through innovative solutions and advertising

COMPANY NAME ■ CITY, STATE

Production Line Leader

2012–2014

- Troubleshoot and resolved equipment breakdowns, while reporting line employee concerns to management
- Supervised the overall production line operations and monitored production progress, while ensuring products compliance with company quality standards and leading team in achieving set production deadlines

Career Highlight:

- ✓ Earned recognition for consistently reaching target and production goals, while working with management and employees toward production line improvements

COMPANY NAME ■ CITY, STATE

Engine Line Operator | Solo Team Leader

2007–2012

- Oversaw all related computers and equipment operations, while executing necessary repairs on defective product and assembly line equipment
- Took charge of implementing quality control methods following specific time standards; executing solo assembly of entire vehicles for line engineering and design analysis; and facilitating training on 28 different assembly stations for XYZ model

Career Highlights:

- ✓ Boosted operational productivity by identifying new opportunities and driving continuous process improvements
- ✓ Showed exemplary performance in consistently meeting company compliance and exceeding quality goals

■ EDUCATION

Bachelor of Science in Information Technology
Infotech Resume University, Hawthorne, CA

■ TECHNICAL SKILLS

Windows OS | Mac OS | Cloud Applications