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## Summary

Tier III I.T. expert with 15 years experience defying expectations of customers, coworkers, managers, and executives. Expert in multiple tech discipline that likes to work under pressure and checks their personal life at the door. A proven cultivator of positivity and excellence through interaction feedback and customer surveys.

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## Professional Strengths

- Expert level knowledge of Linux, Apple, and Windows operating systems both server and desktop.
- Technical documentation specialist that has written employee training manuals and software how to's.
- Collaborative and friendly communication style with an integrity based work ethic.
- Loyal, motivated, and organized problem solver who utilizes listening skills to exceed expectations.
- Resourceful critical thinker that dedicates themselves to finding resolutions quickly and efficiently.
- Energetic and adaptable teammate that believes in the 'there is no I in team' mentality.

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## Highlights

- Authored customer manuals, training manuals, walk through documentation, and interactive forms resulting in fewer calls, faster resolutions, and reduction in training time.
- Implemented office phone system and reformed phone policy by creating "live answer" system that permitted a small 3-man team to meet high call volume demands drastically lowering abandoned calls and decreased hold times improving customer relations.
- Managed Asterisk servers, created IVR menus, programmed auto attendants, and customized client phone systems with professionally recorded media, hold music, that spanned across 6 different offices.
- Wrote comprehensive training guide discussing DSL signal to noise ratios, DSLAM profile settings, MTAC testing, edge router configuration, VLAN configuration, PPPoE authentication that CenturyLink adopted and still uses to train higher tier techs.
- Built new employee desktops and laptops. Setup new employees in on prem AD and Azure AD, built accounts in and assigned permissions in Office 365, also configured Sharepoint ticketing systems and knowledge bases.
- Investigated root cause of suddenly failing fax server inhibiting the transmission of daily averaged twenty thousand faxes nearly resulting in loss of large customer, Vonage. The company that created the software diagnosed and recommended reinstall and rebuilding the database. With my disagreement after going through .conf files line by line I resolved the issue by increasing the maximum amount of accounts allowed and tripped a silent reinstall to reattach the database to the UI saving a thirty thousand dollar a month customer.
- Scrutinized Ubiquiti forums and manuals ascertaining topmost expertise in the deployment and configuration of Ubiquiti hardware and software to successfully deliver internet services to Norwood, Telluride, Silverton, Pallasades, Breen, and Meeker giving many Coloradoans first ever access to broadband services.
- Developed DSLAM back-hauled by licensed radio frequency concept that utilized inline coprocessors and a licensed radio frequency increasing DSL speeds from spotty 1.5mbps to 10mbps stable connection.
- Assisted in creation of in-house built OTRS ticketing system that became a complete CMS, Sales, and Billing system saving Forethought thousands a year without losing functionality of in place systems matching custom built Salesforce and Service Now systems.

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## Work Experience

### Strive Technology Consulting - Boulder CO June 2024 to January 2025

- Maintained a 100% survey rate for successfully resolved tier II tickets and incoming calls and cust serv.
- Analyzed client 3CX PBX finding 200 dropped calls a day resulting in PBX change.
- Updated firmware and software of Sonicwall Firewalls.
- Performed preventative maintenance and bare metal install of Windows PC and Server operating systems.
- Created new users, computers, OU's, group policies for both AD on site and Entra ID/ AD on Azure.
- Utilized Intune to update computers and install software.
- Assisted clients in moving from Google Suite to Office 365, built and maintained client 365 accounts..
- Created Sharepoint sites for document sharing, employee intranet, CMS, and ticketing systems.
- Installed new hardware and configured new computers to client spec.

### RingCentral - Denver, CO October 2022 to June 2023

- Took tier 2 level inbound calls, emails, and chat support requests.
- Assisted customers with design, implementation, and modifications to both skills-based telephony routing and time based telephony routing applications.
- Assisted with tier 3 support tickets.
- Resolved problem incident utilizing ServiceNow.
- Maintained 100/100 in customer service surveys.
- Assisted with TCR integration.

## Work Experience Continued

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### **Novopath LLC - New Jersey**

**May 2021 to February 2022**

- Troubleshoot client issues with proprietary LIS software.
- Design protocols for better communication with clients.
- Deploy patch upgrades & updates to client Windows servers.
- Troubleshoot web-based LIS software issues.
- Managed Microsoft System Center Configuration (SCCM) 2007/12/16 Patching all Windows Servers and Windows system from WSUS. Managing GPO through active directory.
- Sale Force for ticketing system.
- Assist support team with maintaining an 85 percent ticket close ratio.
- Keep in constant contact with team, management, and executives utilizing Office 365.
- Take inbound support phone calls and work issues as they come in.

### **Intrado - Longmont, CO**

**April 2020 to April 2021**

- Monitor the and ensure the success of 70 percent of the 911 calls in the US using unix and Cisco terminal commands.
- First in my team to publish a KB article into the new to Intrado Service Now system.
- Designed on interactive dashboard in Service Now, created team chat functionality, and designed interactive reports for team and management use.
- Assist coworkers with softphone, computer, Office 365, and networking issues.
- Responded to service alerts in a 90 second response expectation.

### **Children's Hospital Colorado - Aurora, CO**

**December 2019 to March 2020**

- Leveraged friendly customer service skills to put customers at ease, owned every problem like it mine to ensure confidence, and averaged perfect survey scores for full 90 days.
- Imaged computers, added/removed/moved computers and users through AD.
- Troubleshoot slow machine hardware and software responded as necessary.
- Troubleshoot Windows servers using advanced knowledge of services, CMD, and PowerShell.

### **Evolution Digital - Denver, CO**

**April 2018 to December 2019**

- Maintained broadcasted analog to digital channel guides and iptv services.
- Wrote customer facing admin manual explaining use of proprietary software.
- Designed Sharepoint team site, knowledge base, and logos for in house use.
- Troubleshoot unix servers using sql database errors using terminal knowledge.
- Resolved Windows server issues using advanced knowledge of event viewer, win services, CMD, registry, and PowerShell training and knowledge.

### **Jag Computer Solutions - Denver County, CO**

**October 2009 to November 2020**

- Recovered data from damaged hardware.
- Built and maintained desktops and laptops.
- Installed wireless mesh systems.
- Networked P.O.S. systems.
- Troubleshoot P.O.S. software and hardware issues.
- Migrated users and servers from on premises to in cloud.
- Migrated to Office365.
- Consulted on purchase of new servers, workstations, both Linux and Windows.
- Created disaster, ransomware, and network recovery policy.
- Installed VOIP hardware, configured PBX systems for both hard and soft phones.
- Set up print and fax servers.
- Created automated cloud switches, PBXs, and virtual machines in AWS and Azure.
- Created AD groups and permissions, added and removed users, and mapped multiple fqdn forests.
- Helped people with any tech issue frustrating them.

### **Forethought.net - Denver, CO**

**June 2010 to November 2017**

- Re-provisioned DSL circuits and changed SNR ratios during loop quality and MTAC testing to restore speed and service reliability to many customers'.
- Monitored & Maintained Windows & Linux virtual and on-site servers and used CLI knowledge of Asterisk to take two failing service offerings and transform them into the most profitable.
- Built desktop and laptops using hardware found in parts bind to
- Took inbound support calls for business tier clients with wide ranging issues including firewall issues to static on a phone call.
- Trained staff & management, wrote support guides for staff detailing DSL, wireless, and pbx support, authored customer how to guides for email setup on phones & computers, how to set up modems, turn on port forwarding, provision phones, setup new routers, and provision firewalls, how to make PBX schedule changes, and how to take voip phones home.