NEIL H. PATTERSON

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SUMMARY

A highly skilled Network/Server/Workstation support tech and technical customer service professional, seeking a new role as a Support Analyst / Admin / Lead / Trainer / Manager or Tech writer in the West Tampa area.

- Over 30 years of professional experience, remotely & in person. Positive, solution-focused and thorough with an eye on conserving assets while ensuring quality results and documenting processes.
- World-Class customer service training resulting in consistent 100% positive client feedback, and frequent recognition for rapid resolutions and superior service / customer handling.
- A reputation for volunteering, high sustained quality & productivity levels, exceeding client expectations and consistently being among the top 20% of active, involved team members.

Core Proficiencies

Expert: Windows-based Laptop, desktop and server repair (Break - Fix), Computer / Network troubleshooting, Technical Customer Service, Technical support, and Sales support. Network and Internet support and diagnostics, Empathy, Documentation, and Hardware installation.

Adept: Organization, Training, Microsoft Windows AD administration, Remote Support tools like RDP, Connectwise and Bomgar, VPN support, SysInternals, Wireshark, Adobe & Office 365 administration, ServiceNow user (jr admin), Malware detection/removal, Point-of-Sale systems. Training, Surveys and Planning.

Familiar: VMware, Citrix, Cisco, Cabling, and Cloud technologies. Technical Writing, editing and proofreading. UI Webdev, Graphics, PHP, SEO and a bit of Javascript.

Certification

Achieved NT4 MCSE Certification via self-study & instructor-led training within 10 Mos, and passed all tests on first attempt with a substantial margin (90%+) MCP # 1051234 – 1999-2000

PROFESSIONAL EXPERIENCE

Independent IT Contractor - OnForce - 3/2006 – Present
Location: NC, TN, FL, VA

- Resolved many issues with familiar software/equipment, but some go beyond previous experience, utilizing a broad support and troubleshooting background, have completed all contracts.
- Consistently produced 100% positive feedback on nearly every job (~75) undertaken over the past 13 years.
- This company provides occasional interim day-long jobs between regular full-time employment.

Non-technical team role - Delaware North - 4/2019 – Present
Location: Tampa, FL

- This is a part-time 2nd job at Tampa International Airport, evenings and weekends, after 4 pm Th-Su.
- A TSA/FBI Background Screening is required for airport employment.

L2 Deskside Support - AmEx/GBT Contract through IBM - 1/2016 – 12/2018
Location: Tampa, Florida
- Hired to provide early morning East Coast Remote Level 2 Support as part of a (mostly remote) team of 8-12 during Microsoft Domain Migration for AmEx/Global Business Travel (GBT), onsite in Tampa via remote control and phone (and from home as needed).
- Late hours and weekends (as needed) to resolve deployment/migration issues with IBM testing teams.
- Ranked in the top 3 for total ticket volume and High Priority Incidents completed.
- Traveled to the GBT NJ Office to assist with the HQ workstation migration of ~ 200 executive staff.
- Fielded outside workgroup overflows, expanding above and beyond the normal scope of L2 duties.
- <u>Conserved GBT resources by suggesting a technique of troubleshooting that saved a large number of PC swaps.</u> This suggestion to the team resulted in reduced operational costs in terms of shipping and fewer hours spent by the depot team, saving GBT an untold amount of money.
- Co-Managed our team's many ServiceNow inbound queues and prepared reporting on demand.
- Dispatched Service-Now Incident and Task tickets globally while maintaining tech queue balance.
- Liaison for most P2 escalations and gathered/accumulated P1 outage tickets, delegated closure.
- Created Knowledge Base articles, provided KB reviews and feedback for the L1 team.
- Generated daily metric reports from Service-Now data for Management and Team distribution.

Manager - Expertek Computer Services - 7/2008 – 9/2015
Location: Munford, TN
- Managed daily ops, interfaced with clients and diagnosed carry-in PCs, did on-site repairs as needed.
- Sourced & purchased components and gear, created merchandising, marketing, and Inventory Functions.
- Designed our website and ticketing system and collaborated with a PHP developer to implement it.
- Interviewed/hired employees, training on proper handling of clients, and technical processes.
- Trained techs (up to 4 at one time), most of whom were running the bench within 3 months.
- Developed and marketed a custom anti-Malware bundle with a warranty on re-infection.

Technical Manager - Walling Data Systems - 10/2007 – 6/2008
Location: Hickory/Lenoir, NC
- Hired as a network support technician and Promoted to Manage the Statesville, NC store.
- Met and Greeted Clients, Fixed carry-in PCs, consulted on network design, did support for small local businesses.
- Supervised one other technical employee, Mentoring him to run the shop when on-site.

Technical Manager - Computer RX Central, Inc - 7/2005 – 4/2006
Location: Brentwood, TN
- Hired as a laptop repair technician and was asked to help open and Manage a new location.
- Increased client rapport and resulted in a high level of retained clients, shown in repeat business.
- Designed and implemented forms and (check)lists which are still in use today, for inbound system triage, troubleshooting, and bench processes, and training new employees on customer service.

Technical Support Rep - Dell - 1/2004 – 5/2005
Location: Nashville, TN
- 3 Mos into XPS Support Queue, averaged 85% first round resolution rate for months, #2 in queue.
- Noted in Dell's internal monthly newsletter for high resolution rates and consistent 100% on Customer Satisfaction ratings, and client kudos.

EDUCATION

St Petersburg Junior College – Completed 2 years of coursework in Computer Sciences (networking and programming)
Currently, Self-Paced studying Javascript, PHP, MySQL, and various Cloud-based Services, with an eye towards becoming involved with cloud development for the enterprise.