

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.

- 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 10% of active, involved team members.
- Considering Relocation Areas: Central FL, Eastern TN, Central NY.

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 AD administration, Remote Support tools like RDP 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. Cerner Medical Applications, Service Now

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

Technical Support Specialist - Baycare- 5/2019 – Present

Location: Tampa, FL

- Providing support to 32,000 of the nations finest health care workers, as chosen by WATSON.
- Worked thru the COVID-19 Crisis from home, via VPN, using Bomgar / Cerner / Service Now.
- Achieved HDI Certification 1/2020, Received several High Five awards for outstanding performance.

Independent IT Contractor - OnForce - 3/2006 – 5/2019

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 with 100% satisfaction.
- Consistently produced 100% positive feedback on every job (~75) undertaken over the past 13 years.
- This company provided occasional interim day-long jobs between regular full-time employment, and was sold to WorkNation in 2019.

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.
- Conserved GBT resources by suggesting a technique of troubleshooting that saved a large number of PC swaps. 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 WebDev; Javascript, PHP, MySQL, and Cloud-based Services.