

# NEIL H. PATTERSON

neil@neilpatterson.info  
In Tampa Florida  
813.812.0011

## **Summary:**

A very experienced Network/Server/Workstation support technician with top quality technical customer service skills, seeking a career shift into a new role as a *Technical Writer, Network Admin, or L1/Helpdesk Manager, -OR- in my current career path as a *Desktop Support Lead-L2-L3 Customer Support (Phone or Field)*.*

## ***Senior Level PC Technical Support skills:***

- 29+ years of professional experience, remotely & in person, providing quick resolution for hardware/software/network troubleshooting & repair, with a strong sense of problem ownership.
- Solution Focused, with an eye on maintaining Quality while conserving time and resources.
- Saving future effort via professional documentation of processes, and knowledge base creation.

## ***World-Class Customer Service Background:***

- Trained in the Service Plus principles of Customer Service while employed with Tech Data.
- Consistently given 100% positive feedback on all projects undertaken in the past 15 years.
- Notably mentioned in Dell's monthly support team newsletter for superior customer handling.

## ***A Reputation for High Performance/Resolution Levels:***

- Known for sustained high quality & productivity levels at Tech Data, Raytheon, Dell, and IBM.
- Awarded for exceeding expectations (Above levels of both contractors and regular employees) and sustained resolution accuracy and quantity of problems handled while working at Raytheon, and Dell.
- Was consistently in the top 3 (of 9) regarding the volume of Service Now Incidents handled and frequently #1 in terms of escalations resolved within the IBM/GBT L2 support role, sustained over a 3 year period.

## **EDUCATION AND TECHNICAL CERTIFICATION**

### ***Schooling:***

High School Graduate with a NY Regents Diploma in Electronics and Spanish - 1984  
2 Years at St. Pete College (back when it was a junior college) – CompSci – 1992

### ***Certification:***

Mastered NT4 and achieved MCSE Status thru Self-study and personal hands-on training, in less than a year, and passed all MSCE examinations on first attempt with a substantial margin (90% or better). MCP # 1051234 - 2000

Currently Self-Paced studying Javascript, PHP, MySQL and Amazon Web Services to expand my technical expertise to the cloud, with an eye towards becoming a Certified AWS Architect.

## **PROFESSIONAL EXPERIENCE**

### **L2 Deskside Support** :: AmEx/GBT Contract through IBM :: 1/2016 – 12/2018

Location: Tampa, Florida

- Provided Remote Level 2 Support as part of a team of 8-12 during Microsoft Domain Migration for Global Business Travel's 14,000 employees separating from American Express's Network.
- Worked late hours and weekends with deployment testing teams to resolve roll-out issues. Daily support was delivered both on-site and via remote from home. Traveled to the NJ Office to assist with the HQ workstation migration.
- Conserved GBT resources by developing a technique of troubleshooting that saved a large number of PC swaps, by simply attempting a windows profile rebuild as a last ditch effort to correct home-based workstation issues. This resulted in less shipping costs and fewer hours spent by other team members in preparing the replacement PC.
- Fielded outside workgroup overflows, working with End users and ISP to remotely resolve modem/Line issues, expanding above and beyond my normal scope of L2 duties.
- Managed our team's Service Now many queues, prepared on-the-spot pivot table reporting for Leadership. Dispatched Service-Now Incident and Task tickets to the global team while maintaining queue balance, and handling P2 escalations. Managed Aging tickets.
- Consistently in the top 3 for total ticket volume and High Priority Incidents completed.
- Created KBs, provided feedback and reviews for the L1 team.
- Generated daily metric reports from Service-Now data for Management and Team distribution.

### **Manager** :: Expertek Computer Services :: 7/2008 – 9/2016

Location: Munford, TN

- A small PC service business that specialized PC repair and Networking equipment sales and support for home-bound users and small business.
- Managed daily operations, fixed carry-in systems, and did on-site computer repairs. Assisted Customers daily with their technical needs. Sourced and purchased components and equipment for resale, performed merchandising, marketing, and Inventory Functions.
- Designed expertek.us, and ticketing system. Collaborated with a PHP developer to implement it.
- Interviewing, Hiring, Firing and Training Employees on proper handling of clients, and processes to resolve technical issues. Trained all the techs that I hired, many of which were able to run the bench within 3 months.
- Developed Expertek's CloudCare anti-Malware bundle with a Special warranty on infections

### **Independent IT Contractor** :: OnForce :: 3/2006 – 9/2015

Location: NC, TN, FL, VA

- OnForce is a contracting website for quick jobs, emergency technician needed onsite. Same day kind of jobs that leverage my Customer Service and Technical skills.
- OnForce has frequently sent me out to work on familiar software and equipment, and some that I've never seen before. However, utilizing my broad support and troubleshooting background, I consistently executed the required processes and produced 100% positive feedback on every job (~75) undertaken over the past 11 years.

### **Technical Manager** :: Walling Data Systems :: 10/2007 – 6/2008

Location: Hickory/Lenoir, NC

- A Medium sized provider of IT services for home and small business which also was the primary supporter of AVG anti-virus in North America
- Promoted to manage the Statesville, NC store within 2 months.
- Met and Greeted Clients, Fixed carry-in systems, and consulted on-site regarding network design and support for small local businesses.
- Supervised one other technical employee, Mentoring him to run the shop when I was on-site.

**Technical Manager** :: Computer RX Central, Inc :: 7/2005 – 4/2006

Location: Brentwood, TN

- A PC Repair Start-up serving Brentwood Computer users, providing new systems and service.
- Hired as a laptop repair technician and promoted to Technical Manager within 4 weeks.
- Developed method of handling inbound systems, which increased client rapport and resulted in more retained clients.
- Designed and implemented forms to assist in daily operations. These forms and checklists are still in use today, for inbound system troubleshooting and bench processes.

**Technical Support Rep** :: Dell :: 1/2004 – 5/2005

Location: Nashville, TN

- As part of the XPS Support Queue, averaged 85% first round resolution rate, which was tops in my area.
- Noted in their internal monthly newsletter for high resolutions rates and consistently having 100% Customer Satisfaction.

**Network Engineer & Lead Technician** :: Delta Data Solutions Inc :: 8/2001 – 9/2003

Location: Memphis, TN

- Started as a Bench Tech and Network admin, Built and administrated numerous LANs & systems for DDS Clients, and was promoted to Technical Manager after 9 months of consistent performance and initiative.

**Desktop Support Lead** :: Raytheon :: 1/2000 – 6/2001

Location: Largo, FL

- Awarded for exceeding productivity standards for months on end, which resulted in being hired directly.
- Promoted to Lead @ Raytheon STAR Center - Desktop Support/Network Admin position, taking care of 800 desktops with 2 contractors assisting.

**REFERENCES FURNISHED UPON REQUEST**