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<phone>

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Enterprise Customer Technical Support Manager

Maximize customer satisfaction through proficient identification and resolution of technical issues

Value as your employee:

- Creative problem solver with effective interpersonal and written / verbal communication skills; enjoys troubleshooting.
- Adept at synthesizing complex technical information into wide audience-accessible documentation; technical writer; provides technical training; mentors and coaches co-workers.
- Information technology and systems integration professional with strong cyber-security background.
- Performs technical customer support and security implementation.
- Drives cross-functional collaboration.

Technical Skills:

Cloud:	AWS; Azure; O365; VMWare
CRM:	Salesforce; Zendesk; Oracle CRM
Systems Integration:	AD; IAM; Exchange; Citrix; HTML; Python; Firewalls; Windows; Linux; DNS
Networking:	IPv4; Splunk; IPv6; NAT; VPN
Education/Certification:	BS Psychology, Penn State University; Microsoft Certified Systems Engineer (MCSE); AWS Certified Solutions Architect Associate

Professional Experience:

2019 to 2023 - **Senior Technical Support Engineer** - *HID Global Inc, IAMS, Fremont, CA*

- Delivered top-tier break / fix technical support for enterprise biometrics software and hardware. Served as product subject matter expert (SME) for Identity and Access Management for global corporate and government customers.
- Built, documented, and managed virtual machines modeling various products and environments, proving critical for real-time support, reproducing and tracing bugs, and product documentation and training.
- Coordinated support across time zones, providing customers smooth transitions, localized support, and 24 / 7 availability.
- Contributed to product planning and development prioritization, leveraging technical customer experience.
- Partnered with QA and Engineering to resolve customer issues, orchestrating faster issue resolution times by prioritizing software engineering team.

2015 to 2018 - **Senior Technical Support Engineer** - *Crossmatch Inc, Palm Beach Garden, FL*

- Managed / mentored support staff, software developers, and interns; delivered customized training; functioned as SME.

2007 to 2014 - **Technical Support Engineer** - *Digitalpersona Inc, Redwood City, CA*

- Maintained and created knowledge bases, product documentation, quick start guides, and upgrade procedures, driving positive unboxing and implementation customer experiences and enabling high-level technical self-help.
- Developed internal SOPs, training, and FAQs; promulgated corporate culture.

2006 to 2007 - **MCSE Instructor** - *University Of Arizona, Continuing Education, Sierra Vista, AZ*

2004 to 2007 - **AD Tools Lead** - *METI Inc / STG Inc, Sierra Vista, AZ*

1996 to 2004 - **Contract IT Manager** - *various organizations* - greater Philadelphia, PA area