

## IT CUSTOMER SUPPORT II / SUPPORT ANALYST



*Challenging customer service standards by authentically building relationships and driving continuous improvement*

- ▶ **Solutions-Driven Problem Solver** — accelerate IT performance and deliver quality client service in dynamic environments. Troubleshoot PCs and business applications while navigating complex client issues and service gaps to meet customer satisfaction.
- ▶ **Strategic Analyst** — drive IT security, innovation, preventative maintenance, and risk management through business analysis and team-building approach. Expertly manage multiple projects, maximizing available resources and saving significant costs.

### UNIQUE VALUE

IT Leadership / Service Requests Problem Solving / PC Troubleshooting Complex Hardware / Software Upgrades Vendor / Supplier Relations Relationship Building / Strategic Alliances Change Management / IT Migrations	Customer Service Excellence IT Security & Preventative Maintenance Excellent Communication Skills IT Project Management / Networks Process / Performance Improvements Savvy Negotiations	IT Operations Improvements Risk Management & Compliance End-User Training / Coaching / Support Time Management / Organizational Skills Accurate Reporting / Root-Cause Analysis Inventory Management
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### IT LEADERSHIP HIGHLIGHTS

**Process Improvements:** Accelerated team performance 30%, while improving processes ~40% at IT Interactive Solutions.

**Innovation:** Accelerated IT security 80%+ and strengthened customer satisfaction 40%. Rolled out Windows 7 to 1400 computers. Phased out 200+ Blackberry phones in exchange for Samsung and iPhones at Reliable Medical Diagnostics (RMD).

**IT Service Excellence:** Executed 250 annual PC Replacement Projects (RMD). Earned Top Performer Award (IT Solutions Corp).

**Cost Savings:** Saved RMD \$7000 in 1 year.

### PROFESSIONAL EXPERIENCE & IMPACT

**IT INTERACTIVE SOLUTIONS** | Calgary, AB | *Interactive whiteboard and audio conferencing w/ 100+ staff* 2017 – Present

#### IT SYSTEMS ANALYST

*Hired to manage the User Computer Service Family and support internal/remote clients with complex technical issues of laptops, printers, projections, and meeting rooms for startup. As part of ITIL process, oversee planning, sourcing, purchasing, and implementation of new equipment, software, budgeting, and inventory levels, while testing new hardware to improve customer satisfaction. Champion staff onboarding/offboarding and monitor SLAs and KPIs.*

***Strengthened processes, promoted high customer satisfaction, and established harmonious alliances.***

- **Revitalized team performance 30%** by installing new brand of technology for the entire company while meeting diverse needs of internal staff members (clients) for reliability and innovation.
- **Improved processes ~40%, while gauging downtime ~50%.** Monitored operations, culture, and staff work habits. Established metrics. Managed inventory lists and Windows security updates. Created solid ticket logging process.
- **Reduced downtime of Ottawa location 45% — saving 80% interruptions — establishing remote support.** Deployed remote tools, navigated inventory levels, and forecasted IT needs. Maintained collaborative alliances.
- **Implemented ISO 27001 standards while mitigating risks.** Leveraged predefined process to secure onboarding/offboarding of internal client data, usernames, and passwords as well as applications and laptops.

***Revitalized team performance 30%***  
***Improved processes up to 40%***  
***Mitigated downtime up to 80%***  
***Implemented ISO 27001 standards***

**RELIABLE MEDICAL DIAGNOSTICS (RMD)** | Edmonton, AB | *Long-standing medical diagnostic laboratory* 2012 – 2017

### **CLIENT COORDINATOR / IT SERVICE LEVEL MANAGER**

*Hired to provide technical assistance to internal clients in lab and offices via LANDesk Remote. Configured and supported hardware of computers, printers, phones, video conferencing equipment, projections, and Polycom systems. Managed Pathology Microscope camera hardware/software. Completed Calgary-wide visits to follow up with clients.*

***Salvaged company vendor support costs, while executing 250 PC Replacement Projects each year.***

- **Saved company \$7000** among industrial economic constraints. Monitored hardware inventory.
- **Accelerated IT security 80%+**. Piloted and executed Windows 7 rollout on all 1400 computers from Windows XP.
- **Bolstered customer satisfaction 40%**. Resolved service-related issues and maintained reporting. Coordinated vendor service.

*“David was the most outgoing manager I had at the time. He would immediately apply feedback to improve the customer experience as quickly as possible.”*

*– Aaron Tims, Team Leader – IT Innovations*

**IT SOLUTIONS CORP** | Edmonton, AB | *Multibillion IT corporation dedicated to driving IT innovation* 2006 – 2012

### **DEKSIDIANALYST (2009–2012)**

*Promoted to diagnose and resolve software/hardware issues for clients. Performed hardware/software installations. Managed remote support. Oversaw inventory. Trained new technicians. Led various projects, including EMS Support.*

***Earned Award of Excellence (2010) as Top Performer in troubleshooting deskside technical issues.***

- **Decreased resolution time of 3–5 days to <48 hours.**
- **Achieved highest daily ticket counter at 30 tickets/day** while maintaining exceptional customer satisfaction levels.
- **Elevated technician performance 30%** with robust processes. Maximized time on daily routes and tickets.

*“David is a customer service expert. He provides prompt, friendly support for his clients... always willing to lend a helping hand.”*

*Carl Simpson, Systems Analyst – IT National Services*

### **SENIOR ANALYST / SERVICE DESK TEAM (2006–2009)**

*Recruited to manage IT Helpdesk in a fast-paced call centre due to excellent customer service record. Oversaw call monitoring; reported metrics. Worked with Avaya IP Agent. Led and coached 20 direct reports. Handled escalations.*

***As Quality Control Monitor / Training Coordinator, facilitated a positive customer experience.***

- **Strengthened customer satisfaction while boosting technical performance 10%** by instilling quality control measures in team meetings. Inspired team to meet daily/monthly SLAs and KPIs.
- **Expedited team results** by installing 4-week training plan and collaborative vision. Navigated high call volumes.
- **Bolstered quality control 20%–30%**. Resolved outages and ongoing problem tickets by communicating openly with tier 2/3 level teams. Facilitated quality control for each call while promptly handling escalations.

***Strengthened customer satisfaction  
Boosted technical performance 10%  
Expedited team results  
Bolstered quality control up to 30%***

*Prior Success:* Assistant Manager/IT Team Lead, Computer Repairs Central, Calgary, AB (2001–2006): Hired as IT Team Lead and promoted within 1 year to Assistant Manager; oversaw 30 direct reports. *Earned Outstanding Customer Service Award and Employee of Month Awards twice.*

## **EDUCATION & CERTIFICATIONS**

**BUSINESS ADMINISTRATION HONOURS DIPLOMA** — Alberta Institute of Technology  
**ITIL V3 CERTIFICATION** | Learning Tree International

## **TECHNOLOGY SNAPSHOT**

MS Office, Windows/Mac OS, Active Directory, LAN/WAN, Imaging, Packaging Software Deployment, Laptop/Desktop H/S Support, Troubleshooting, and Reconfiguration, Technological Applications / Accessories, Skype, OneNote

## **High-Tech Resume – Strategy Statement**

David wanted a resume that would help set him apart for his next role as IT Customer Support II / Support Analyst. David has astute expertise in troubleshooting complex IT issues and a passion for delivering high-quality customer service and support.

This resume incorporates a clear focus along with a compelling design and efficient format to highlight the candidate's value and experience. The summary portrays a concise, yet thoughtful snapshot of the candidate's offerings. The IT Leadership highlights convey easy-to-read bulleted points of milestones.

The brand statement captures the candidate's value and mission.

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Each experience section features a high-impact statement to draw the employer's eye to the results along with credible testimonials about the candidate's performance. Accomplishments incorporate both the qualitative and quantitative results, including the strategy employed or actions taken to resolve challenges.

The resume succinctly concludes with past experience along with relevant education and technical expertise.

The client was very impressed with his resume and is excited to tackle his next career move.

This resume utilizes Canadian spelling as the client is applying for roles in Canada.