

Full Name

email@email.com
(555) 555-5555

Adaptable Leader Looking for New Opportunities to Grow

Profile

A work ethic and personality that quickly proves a dependable company leader in any environment. Reliable employment history with frequent promotion and plentiful references along the way.

Work Experience

Company Name – Vice President 08.2015 – Present
Quickly promoted from *Tier 2 Technician* to *Manager of Technical Services* to *Vice President*.

In the Vice President role:

Lead the company in day-to-day operations. Focused employees on company growth and future needs. Completely redesigned service and product offerings from the ground up. Brought in new document management system and integrated various systems for increased productivity and consistency.

- Increased yearly revenue by 17% within 3 months of promotion
- Increased monthly recurring revenue by 33% within 3 months of promotion
- Increased new client monthly spend per user by 471% after rollout of new systems
- Signed 3 largest clients within 6 months of promotion
- Retained 98.6% of client base after price changes
- Reduced and optimized office resources for company savings of 25% of pre-change costs
- Management and interviewing of staff at all levels
- Forecasted and directed company growth

In the Manager of Technical Services role:

Provided high-quality technical support for business and residential users in a remote environment that continued on-site when necessary. Overhauled the use of remote management tools. Directly introduced new sources of revenue and methods of continuous process improvement. Provided consultation for new clients on their IT infrastructure.

- Managed the MSP panel and allocated resources to effectively resolve issues
- Introduced new Office 365 migration strategies which greatly increased profit margins
- Responded to Tier 2 and 3 help desk tickets
- Provided guidance for Tier 1 and 2 technicians
- Trained client staff on effective use of services
- Performed maintenance on client servers (Windows Server 2008/2012/2016) (HyperV/VMWare)
- Performed on-site audits and created SOW agreements
- Effectively managed company resources to provide the highest level of customer service possible
- Managed vendor relations and researched upcoming products to help stay on the cutting edge
- Oversaw acquisition of clients and employees of another company

Company Name – Help Desk 11.2014 – 08.2015

Using ticketing software, helped maintain a 4500+ device, multi-location infrastructure. Assisted staff with the use of a wide variety of devices including desktops, laptops, tablets, Chromebooks, projectors, and office equipment.

- Managed the MSP panel and allocated resources to effectively resolve issues
- Responded to Tier 1 and 2 help desk tickets
- Trained new interns on internal processes
- Oversaw a \$300,000 Aruba access point deployment
- Assisted in a \$3 million Chromebook deployment

Company Name – Staff Writer 01.2014 – 06.2014
Part-time writing for a popular automotive blog focused on green technology. Demonstrated ability to thoroughly research and fact check to compose a well, written piece. Examples available upon request.

Company Name 1 – Server/Wait Staff 01.2013 – 10.2015
Company Name 2 – Server/Wait Staff 10.2006 – 01.2013
Ability to handle multiple customer requests under stressful conditions. Quick witted ability to promptly process the possible conditions before making the best choice with the customer and company in mind.

Company Name – Owner/Head Tech 01.2009 – 12.2011
Experience in a wide variety of technological disciplines from hardware installation to network maintenance. Innate ability to learn new technologies and skills. Sought out new business relationships and sales opportunities.

- Hardware diagnosis and repair
- Software installation and client training
- Marketed business and increased sales year-to-year

Company Name – Car Salesman 02.2006 – 10.2006
Customer management with an emphasis on closing the deal while maintaining future business relations.

Company Name - A/R Manager 01.2003 – 02.2006
Promoted rapidly from A/R assistant to the head of front-end A/R at a large regional produce company. Received and processed hundreds of daily records into digital image files.

Skills

Executive Lead Development • Team Leader • Project Management • Excellent Communication Skills • Inquisitive Nature with an Ability to “Figure It Out” • Focus on Continuous Process Improvement and Quality • Experience in Employee Training • High Quality Writing Aptitude • Business-to-Business Experience • Budget Forecasting and Management • Company Compliance • Strategic Planning

Hardware Desktop and Laptop Hardware Repair • A/V Configuration • Mass Deployments • Networking Equipment • Server Replacements

Software Remote Management Systems • Microsoft Windows/Server/Office/Exchange • Apple • Android/iOS • Email Migration • Help Desk Ticketing • Office 365 • Adobe Creative Suite • Remote Desktop • VMWare • AutoCAD

Professional and Educational

Accolades

- 30hr OSHA Certification
- University Name Dean’s List
- University Name Dean and President’s List
- Epsilon Pi Tau Honor Society
- Company Name Top 5 Sales
- Company Name 2015 MVP

Education

University Name

B.S. - Networking Information Technology
Graduated 08.2015

Relevant Coursework: Computer Hardware Diagnosis
• Operating Systems • Information Processing •
Microsoft Exchange • System Administration •
Linux Systems • AutoCAD • Python Scripting •
Cisco Routing • Industrial Accounting • Network
Security • Leadership Skill