

Jeff Seeker

1234 Walnut St. • Nutley, NJ 22555 • (123) 456-6789 • email@email.com

SUMMARY

More than five years of experience directing large-volume call center and help desk operations, with over six years of management experience altogether. Proven ability to hire, train, and lead highly effective teams and programs. Consistent record of meeting or exceeding all customer service and technical support goals. Adept at coordinating major hardware, operating system, and software implementations, as well as coordinating movement of resources. Strong background in inventory control, shipping, and receiving. Highly familiar with directing personnel training, end user support, and reporting functions. Outstanding presentation and communication skills. Multiple certifications, including MCSE 2000.

PROFESSIONAL EXPERIENCE

Nextel Business Group, New York, NJ 1996 – Present
Helpdesk Manager (2002 – Present)

- Oversee all operations and functions of high-volume help desk operation providing 1st and 2nd level support for more than 5,500 users.
- Hire, train, and supervise team of 19 analysts. Perform performance reviews. Serve as final escalation point before manufacturer / vendor / service provider.
- Monitor daily activities and performance to ensure compliance with all service agreements. Compile and analyze data, prepare daily reports on call volume, abandon rate, carry over, and outages for senior management.
- Review help desk operations, software (Remedy), and user needs. Forward recommendations regarding enhancements or potential operational improvements.
- Plan and implement hardware and software upgrades for main location and three satellite sites.
- Arrange and coordinate resource moves, including recent move of 600 users, with no down time. Work in conjunction with specific project managers on all aspects of moves.
- Review daily problem management tool to ensure team consistency regarding troubleshooting methods, accuracy of call log, and user profile information. Maintain compliance with all standard operating procedures.
- Currently in preparation stage for major project, involving upgrade of all user computers from Windows 95, 2000, or NT to Windows XP Professional, in order to standardize all 5,500 users.
- Project involves coordinating logistics of set up and rollout of machines with no downtime for users, as well as planning for training on new operating system, while ensuring no loss of data / files / key programs.

Service Manager (1998 – 2002)

- Supervised team of 35 desktop support technicians, including customer and network engineers.
- Planned and carried out restructuring of desktop support team, reducing headcount and costs while continuing to meet all service agreements.
- Served as point of escalation for all desktop issues, and as liaison to helpdesk manager as well.
- Oversaw and coordinate movement and set up of resources.
- Conducted audits of technician performance to ensure compliance with all manufacturer, company, and warranty requirements.
- Monitored and compiled weekly service information, and reported to senior management. Carried out weekly status meetings to review customer satisfaction levels.

- Maintained and updated standard operating procedures, employee training program, and Remedy administration program. Performed annual reviews of all personnel.

(Nextel Business Group, continued)

Call Coordinator / Service Support Specialist (1997 – 1998)

- Provided technical support to end users for PC-related issues. Reviewed calls, performed troubleshooting, routed calls to appropriate service group as necessary.
- Maintained call and problem management logs, followed up with all users to ensure resolution of problems.
- Monitored and maintained desk side queue, dispatched technical service personnel to user locations.
- Coordinated efforts with help desk and desktop support manager to ensure proper escalation and arrange resource relocations.
- Oversaw equipment and user set up for all new users.

Shipping and Receiving Coordinato (1996 – 1997)

- Managed receiving and deployment of all computer equipment for large financial services company.
- Ensured all new equipment entered into system, and that all equipment functional upon receipt.
- Supervised logistics of allocating equipment to appropriate groups. Prepared equipment for installation prior to forwarding.
- Maintained inventory records of all equipment purchased, and provided management with reports to match received goods with purchase orders.

EDUCATION AND TRAINING

Certificate of Completion, Two-week Microsoft Systems Engineer Bootcamp (1999)
Course work in Business Administration, Nordel County College, Caldwell, NJ

LICENSES AND CERTIFICATIONS

MCSE XP (in progress)
MCSE 2000
A+

AWARDS AND RECOGNITION

Certificate of Excellence, 1999
Excellent Spirit Award, 2001
Outstanding Customer Service Award, 2001

LANGUAGES

Fluent in Spanish

PROFESSIONAL ORGANIZATIONS

Microsoft System Engineers Club

Keywords: Help Desk Manager, technical Support Manager, Technical Services Manager, Senior Manager, IT Support Manager, MIS Manager, Computer Services Manager, Technology Services Manager, Supervisor