

STEFEN WAKEFIELD

PROFESSIONAL SUMMARY

Resourceful System Administrator consistently responds to wide range of technical challenges with focused and creative approach. Highly effective at problem solving and decision making. Twelve years of progressive IT experience.

WORK HISTORY

Technical Services Representative II/Field Service Engineer, 10/2019 to 03/2020 **FedEx Corporate/Services, Garland, TX**

- Provide technical support in the configuration, maintenance, restoration and functions of all products deployed for a defined internal/external customer or account base.
- Serve as a central point of contact to consult and/or address specific technical and service-related problems with customers on FedEx automation portfolio and deployed technologies.
- Knowledge of PC hardware, software and network components in order to trouble-shoot and resolve technical issues.
- Manage schedule of the queue and inventory for customer tickets/services.
- Initial management POC for Support for an aligned customer.
- Assist customers in resolving basic technical problems by providing guidance regarding software and hardware problems to ensure customer needs are met.

Designated Services Manager - Premium Services, 12/2018 to 04/2019 **Cisco / Insight Global, Richardson, TX**

- Coordinate communications to WebEx TS and account teams regarding key customers, and externally to key customers regarding WebEx updates (change notifications, incident management, etc.).
- Coordinating team and individual response to customer's critical issues that arise from Account, Sales, other Cisco teams, or WebEx senior engineers, pursuant to specific aligned customers.
- Issue/ticket Trend Analysis from ticket queue and agent feedback for aligned customers.
- Triage and critical issue assistance for aligned clients to Engineering/Operations/Product teams.
- Act as the initial management POC for Support for an aligned customer.
- Assist with delivery of RFO/RCA statements from operations teams.

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SKILLS

- System Configuration
- Technical Writing
- Technical Support
- Software Installation
- Repair
- SQL
- Technical issue analysis
- Disaster Recovery
- MS Office
- Communications
- Application support
- Software diagnosis
- Debugging
- TCP/IP
- Application installations
- Technical issues analysis
- Desktop support
- Customer service expert
- Problem resolution
- Process improvement
- Network Hardware and Software Maintenance
- Hardware and Software Installation
- Troubleshooting and Diagnostics
- System Administration

Technical Support Analyst, 06/2018 to 07/2018

Global Tel Link, Fort Worth, TX

- Provide technical support to users for basic computer related technical problems.
- Enter tickets into the call tracking tool; ensure information is accurate, prioritized and assigned to a queue.
- Answer help desk telephones and respond to basic customer inquiries to ensure customer needs are met.
- Assist customers in resolving basic technical problems by providing scripted guidance regarding software and hardware problems.
- Resolve and/or escalate to the appropriate group, other technical issues through a defined escalation process.
- Log and track inquiries using a problem management database and maintain history records and related problem documentation.
- Identify, evaluate, and prioritize customer problems and complaints to ensure that inquiries are resolved appropriately.

Customer Support Engineer III - Email Security TAC, 03/2017 to 10/2017

Cisco / TEKSystems, Richardson, TX

- Provide technical support to customers, resolving customer issues and closing customer trouble tickets.
- Supported both small and large (Fortune 500) Cisco customers.
- Responsible for ensuring that the customer relationship is managed through proactive customer communications, providing rapid response and guaranteeing estimated response times are communicated up front.
- Routinely handled IronPort customer issues that arise.
- These issues often include product bugs, DNS issues, network misconfigurations and assistance with complex product configurations, performance tuning and optimization, troubleshooting delivery issues and training the customer on unfamiliar features.
- Unusual failures, new product defects and custom function requests are escalated to the appropriate resources for technical resolution, while maintaining control of the account and communicating with the customer throughout the process.

End User Support Specialist - United Technologies, 01/2017 to 03/2017

CSC (Computer Sciences Corporation) / Modis, Coppell, TX

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IT Consultant/Specialist, 04/2013 to 07/2016

Planet Access, Coppell, TX

- Researched, purchased, built, configured, secured, and maintained various types of servers and peripherals including DNS, FTP, Web, NFS/Samba, Firewall/Router, Proxy, VM Hosts/Guests, Backup, and other types of servers and workstations.
- Saved customers and the business money by means of researching, recommending, and building open source and Linux based solutions to complex, technical problems.
- Perform local and remote maintenance and support of various desktop, network, phone system, and server entities.
- Proactively monitor incoming/outgoing and internal traffic for suspicious activity and take necessary action.
- Complete any and all requested tasks from client ranging from troubleshooting the AC to running Ethernet cable.

End User Support Specialist - TechLine, 11/2012 to 04/2013

Fidelity Investments / Veritude, Westlake, TX

- Service a solution for internal and external client's computer issues on a technical level.
- Facilitate service on computer issues in an enterprise infrastructure environment.
- Coach internal clients on proper use and maintenance of hardware and software.
- Perform basic testing to determine product needs and service solutions.

Advanced Repair Agent/Consultation Agent, 08/2008 to 11/2012

Best Buy / Geek Squad, Burleson, TX

- Develop a solution for customers and their PCs on a technical level.
- Provide computer-related repairs, upgrades, and installations; pre- and post-op testing.
- Facilitate service sales on customer PC purchases.
- Offer stellar customer service, coaching to clients by converting technical jargon into everyday language and educate customers.

EDUCATION

GED, 2008

Tarrant County College - Fort Worth, TX