

BRAD NELSON

Senior IT Support

Experienced support professional, with exceptional customer service and knowledge of a variety of project management and IT solutions. Strong background in supporting hardware, software, and connectivity issues. Great communicator who works well with technical and non-technical team members.

Areas Of Expertise

- Technical Support
- Customer Service
- Troubleshooting
- Productivity Improvement
- Operational Management
- Systems Integration
- Project Management
- KB Documentation
- Quality Assurance

Professional Experience

Undisclosed Company (2012-Present)

Technical Support Analyst

Help provide excellent service to multiple locations, via Phone, email and walk-ups for multiple operating systems including Windows XP/Win 7 & 8.1. While the workload has increased over the last year, I have worked with the team to make sure that tickets are closed on time and our employees get outstanding service.

- Provide phone, email and walk up support for:
 - o Windows XP/Win 7 & 8.1 Issues
 - o MS Office 2007/2010.
 - o Account support using DRA/Symantec Altiris.
- Installation of engineering software packages.
- Assist with documentation of procedures and guidelines.
- Help manage distribution of team incident tickets.
- Created and tested new procedures for tracking and escalation process.
- Worked closely with management to ensure users got exceptional support.
- Imaged, setup and deployed Windows laptop and desktop machines.

WINMAGIC INC (2008-2011)

Senior First & Second Level Support (2008 - 2011)

- Lead second level support team
- Provided email and live phone support for:
 - o Windows and MAC OS
 - o Linux support and Linux QA Support
 - o Primary Software as a Service (SaaS) Sr. Support Rep.
- Assisted QA with product testing and verification.
- Assisted in the creation of manuals and release notes for QA.
- Assisted customers with setup and deployment of software.

IT Project Manager (2011 - 2011)

- Created new guidelines for tickets and escalation process.
- Worked with support and QA teams to ensure customers received accurate and timely responses and resolutions.
- Key collaborator for the integration of new container based removable media solution.
- Lead the planning, design and QA testing for a new encryption product
- Managed and coordinated beta programs for the company
- Managed team that created, project winning stand-alone container encryption solution.

COVAD WIRELESS ISP - NETPULSE (2007-2008)

Team Lead

- Lead team on all support issues for department.
- Supported commercial wireless point-to-point connections and wireless connections between buildings.
- Assisted customers in identifying the location of technical problems by troubleshooting interference points, antenna problems, line of sight issues, or LAN issues.

LOGIC TECH CORP. (2003-2007)

Senior Support

- Provided email and phone support on a Sr. Level to the corporation in the following areas:
 - o Training (On & Off Site)
 - o Building Computers
 - o Troubleshooting: Microsoft Windows Operating Systems, Hardware, and Network Issues.

IBM CANADA (2001-2003)

First & Second Level Support

- Provided overall IT/PC Support to internal customers.
- Built PC's based on needed specifications such as installing and configuring Windows Operating Systems (95, 98, NT, ME, 2000, XP and Linux)
- Supporting all hardware and software issues at various levels.
- Provided phone support services for Virtual Private Network, Lotus Notes, and remote troubleshooting.

Education

Certified Pragmatic Manager (08/2011)

Pragmatic Marketing

Practical Product Management (08/2011)

Pragmatic Marketing

Requirements That Work (08/2011)

Pragmatic Marketing

Unix System Administration II (05/2011 - 08/2011)

Seneca College

Unix System Administration I (01/2011 - 03/2011)

Seneca College

Introduction To Unix (11/2010 – 12/2010)

Seneca College

LAN Administration Windows 2000 (10/2000 - 01/2001)

Georgian College