

JONATHAN YATES

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Technical Support Manager

QUALIFICATIONS SUMMARY

Dedicated I.T. professional with 15+ years of experience providing help desk support to 4000+ users. Holds a bachelors with a concentration in computer information systems and multiple industry certifications. Distinguished career includes training and directing technical support staff and balancing a multi-million dollar budget. Received company awards in the areas of technology management, strategic planning, team leadership, and customer satisfaction. Technology skills include:

REXX
ORACLE
Unix/Linux
Windows 8.1/XP

z/OS
TCP/IP
RSA SecurID
HP BTO Software

SMS
Salesforce
Novell Groupwise
Blackberry Enterprise Server

EXPERIENCE

Technical Support Manager, LOCKHEED MARTIN, Greenbelt, MD, 2007-Present

- Oversee technical support operations for over 4,000 users across the DC area, including 250+ telecommuters.
- Manage department budget of over \$3,000,000 for FY 2013 and overhauled the disaster recovery plan.
- Ensure reliable and seamless technical support across all departments including seven satellite offices.
- Train, supervise, and evaluate the Network Support team consisting of nine technicians.
- Develop ongoing strategic planning for implementation of new technology and staff training.
- Provide Tier II support to customers with escalated technical issues related to PCs, Mac Computers and BlackBerrys.
- Developed several new policies and procedures that have substantially improved the technical support process.

Database Technician II, EMERSON TECHNOLOGY SOLUTIONS, Kennesaw, GA, 2001-2007

- Maintained and enhanced a database that monitored HVAC controller units for several Fortune 500 clients across North American and Europe, to include Exxon Mobile, Safeway, Best Buy, and Borders Group.
- Resolved daily equipment communications issues, averting product loss and helping save clients over \$200k monthly.
- Ran reports, updated logs, conducted daily systems testing and updated system with new data and controller parameters.
- Developed and implemented changes that helped streamline data processing and controller installation process.
- Maintained integrity of database by conducting quality control checks on new and existing data.
- Communicated time-sensitive information to clients, to include data errors, test analysis results, and downed equipment.
- Provided technical support to over 15 call center customer service representatives.

Help Desk Technician, UPS WORLD HEADQUARTERS, Atlanta, GA, 1996-2001

- Provided Level 1 technical assistance to thousands of employees in local centers and hubs throughout North America.
- Helped automate and refine Help Desk knowledge base, making the system more accurate, user-friendly, and faster.
- Configured network profiles and email accounts for over 55 new employees per year.
- Conducted LAN software, hardware and PC upgrades and troubleshooting with ability to communicate highly technical concepts to non-technical users and clients.
- Selected to train six new Help Desk personnel due to exceptional technical knowledge and positive client feedback.

EDUCATION

SAVANNAH STATE UNIVERSITY, Savannah, GA

Bachelor of Business Administration - Computer Information Systems, 1994

- Graduated with honors
- Dean's List
- Association of Information Technology Professionals, *member*

CERTIFICATIONS

- CCNP, 2010
- CCNA Wireless, 2006
- CompTIA Network+ certified, 2003
- CompTIA A+ certified, 1995
- MOS Access 2002 certified, 2004