



Seweryn Onterby

14 Thomson Street, Tewksbury, MA 01876
Email: seweryn@hotmail.com
Cell: (978) 694-6255 | Telephone: (978) 665-9876

IT SUPPORT ENGINEER ~ ESCALATED IT SUPPORT SPECIALIST

Microsoft Certified Professional

Experienced IT support specialist and team leader, expert in reversing inefficiencies, elevating team accountability, and instituting formal processes that ensure on-demand services to customers flow effectively across a help desk and IT support operation. Acknowledged for capacity to unite teams in a spirit of consensus, build internal and external relationships, and establish the ground-rules for optimum performances. Leadership has been cited for improving team morale, rapidly resolving customer-support errors, and spearheading the type of solutions crucial for maintaining quality, mitigating risk and sustaining business reputations. Reputed for exercising initiative, accepting challenges and analyzing alternatives to overcome obstacles.

Value Offered

- Systems Analysis
- Window XP, 2000, Server 2003, Vista Installations/Configurations
- System Performance Optimization
- Data Backups
- Productivity Improvements
- IT Support (2nd/3rd Tier)
- Resource Allocations
- Network Troubleshooting, Maintenance, Configurations, Safety and Quality Procedures
- Software Support
- Server Design/Solutions
- Process Reengineering
- Hardware Troubleshooting and Repairs
- System Security
- Team Training and Performance Evaluations
- User Guides/Documentation
- Enterprise Technologies
- Risk Mitigation

Certifications | Training | Education

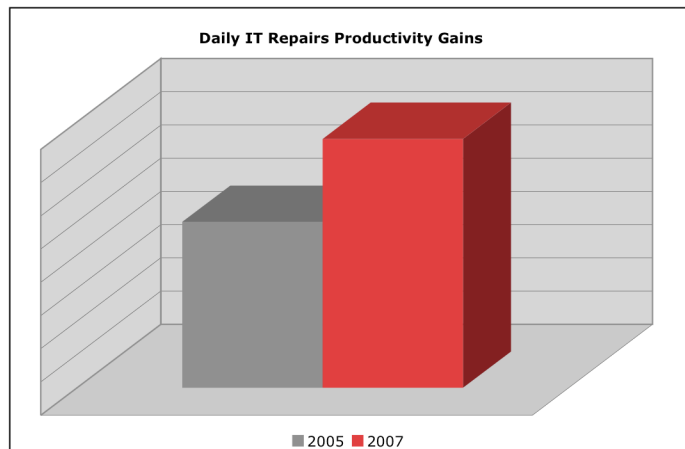
Microsoft Certified Professional, Computer Institute of Harrisburg, PA (2007)

Advanced Diploma in Computer Systems Engineering, South University, Harrisburg, PA (2005)

Diploma in Computer and Information Science, South University, Harrisburg, PA (2002)

Benchmarks and Milestones

- Drove 66% gain in technician productivity for completing repairs, via a directive for sales representatives to seek information through formal channels and reduce ad hoc requests.
- Delivered 20% increase in new system building through reorganized work areas.
- Committed to provide customers with 48-hour support turnaround for issues experienced in the first month of delivery.



□ Employment Narrative

CENTRE COM SUNSHINE

9/2005–Present

IT Support Technician (2nd/3rd Tier Support)/Team Leader

Gained distinction as a troubleshooter of merit, handling escalated customer support requests that eluded first tier support operators. Quickly mastered the challenges of a service and technical support role despite no previous experience. Within 12 months won promotion to team leadership role.

Secured reputation for rapid, workable solutions and strategic thinking that overcame a diversity of issues experienced by users of desktop computers, notebooks, Windows platforms, LANS, and servers.

- **Best Practice Modeling:** Transformed a chaotic work environment struggling to maintain workflows and deadlines into a model of best practice. From lack of bench space and documentation and insufficient workspace for three computer technicians, the department now boasts full documentation and record keeping, formal reports, and clear workspaces capable of accommodating up to six technicians.
- **Productivity Improvements:** Drove 66% gain in technician productivity for completing repairs and a 20% increase in new system building through reorganized work areas and a directive for sales representatives to seek information through proper channels.
- **Process Reengineering:** Revamped repair request forms to assist technicians in better analyzing and diagnosing repair options. New forms allow technicians to review past repair works and detail examples of problems experienced for replicating issues and sourcing solutions.
- **Quality Assurance:** Vastly reduced the number of return items and volumes of technical support complaints following rollout of a new quality procedure. Today each system is tested three times to ensure hard drives, memory and burning within Windows is completed prior to distribution.
- **Deadline Compliance:** Presided over the mass production of pre-built branded systems personalized with customer's choice of five operating systems. Consistently achieved weekly deadlines for producing computers and providing post-purchase customer education.
- **Enriched Communications:** Steered communication strategy designed to improve interdepartmental miscommunications. Meetings provided the necessary dialogue between technical, sales and warranty departments to resolve long-term issues.
- **Mentorship and Training:** Improved the knowledge base of all technical support staff, by reinforcing the importance of end-of-day meetings to brainstorm solutions or seek information on complex issues. Monitor performances daily to ensure compliance with procedures.

□ Company:

Local computer retail chain with nine outlets and employing 100 staff.

□ Clients:

Small-to-medium sized businesses, SOHO, and home users.

□ Summary:

Customer support, hardware/software troubleshooting and solutions development, reporting, operating system administration, team training, network permissions, hardware and software installations.

□ Prior Engagements

- YOUNG SANG, Footscray (12/2003–11/2004). **Forklift Driver/Stock Picker**
- ACTION JAMES GROUP, Altona (1/2003–11/2003). **Stock Picker**

□ Technology Snapshot

Microsoft Operating Systems 2000, Server 2003, XP, Vista | Software Development: C / C++, Java
Hardware Devices and Drivers | Network Protocols and Services | Drive Mapping and Permission Setting | Cisco Routed and Switched Networks

