

# Seth Boyce

Greenfield, TN | (865) 334-7614 | boycesa@pm.me

## SUMMARY OF QUALIFICATIONS

Results-driven Help Desk Specialist with a proven track record of being able to work remotely with minimal supervision, streamlining support processes, and enhancing client satisfaction. Adept at utilizing advanced organizational skills and attention to detail to ensure timely and accurate resolutions. Experienced in data management and analysis, leveraging technology to optimize efficiency.

## EDUCATION

**Tennessee College of Applied Technology** - McKenzie, TN

*Vocational Diploma, Information Technology and Systems Management*

Emphasis: Software & hardware troubleshooting, installation and repair, and networking and security best practices

## TECHNICAL SKILLS

**Operating Systems:** Windows, Linux

**Software:** ResWare, MS Office, G Suite, MySQL, MediaWiki, WordPress, Apache, NGINX, ZenDesk, ServiceNow

**Database:** MySQL Server, MariaDB

**Coding Languages:** HTML, CSS, JSON, Lua, SQL

**Prior Certifications:** CompTIA A+, CompTIA Network+ (ID: COMP001020907511)

## RELEVANT EXPERIENCE

### Randstad International

Remote

*DOT NATSS Technical Support*

Mar 2020 – Nov 2020

- Managed between 30-50 calls per day, providing support for carriers, owner-operators, and commercial drivers nationwide
- Analyzed call data to improve responsiveness and efficiency to meet desired average call times
- Recorded and documented all inbound calls, leveraging data insights through support ticket system to collaborate with database engineers in identifying and resolving errors
- Implemented more user-friendly guides for using FMCSA websites, including the Drug & Alcohol Clearing House and FMCSA Portal

### Savant Learning Systems

Martin, TN

*Technical Support Representative*

Mar 2020 – Nov 2020

- Logged incidents reported by customers via phone, email, and web chat in Zendesk
- Resolved issues and improved knowledge base articles for users to review
- Performed testing of new features as directed by programming team while leveraging JIRA to provide data-driven recommendations and feedback, resulting in improved user experiences

### Science Applications International Corporation

Oak Ridge, TN

*Application Administrator*

Mar 2020 – Nov 2020

- Provided continuous support to users within the Department of Veterans Affairs nation-wide, doubling as a customer support role and logging incidents via phone and email in ticketing system and escalating as needed
- Assisted with the integration of Microsoft identity management engine and migration of user accounts between domains, collaborating with Active Directory administrators on a per-domain basis
- Instructed clients on how to use identity management tools to recertify distribution and security groups