

Thomas Patrick McKee

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OBJECTIVES

Help Desk Technician I,III

EDUCATION

Pinnacle Career Institute (Formally Electronics Institute)

1996-1998

Associates Degree in Science (Information Technology)

Major: Electronics and Information Technology,
Courses included business math, marketing, communications, and human relations as well as computer repair and forensics.

Experience

Apex (Temp Agency)

2017-2017

*Expedia, Inc. Lodging Support Services
Springfield, MO*

Accomplishments

- Provided Credit Card Support to Hotels
- Assisted Hotels with Guest Relocations
- Maintained a 100% Satisfaction Rating

Walmart

2016-2017

*Digital Surveillance Engineer
Springfield, MO*

Accomplishments

- Installation of Digital Surveillance Equipment
- Network Installation
- Server Installation

Apex (Temp Agency)

2016 - 2016

*Expedia, Inc. Lodging Support Services
Springfield, MO*

Accomplishments

- Provided Credit Card Support to Hotels
- Assisted Hotels with Guest Relocations
- Maintained a 100% Satisfaction Rating

Apple, Inc.

2015 - 2016

Cupertino, CA (Work from Home)

Remote Technical Support Representative

Accomplishments

- Promoted from Tier 1 to Tier 2
- Worked with all Apple products
- Had 97% First Call Resolution

Support.com

2013 - 2015

Redwood City, CA (Work from Home)

Remote Technical Support Representative

Accomplishments

- Provided technical Support to Comcast Internet Customers
- Worked with Windows and Apple products
- Had 97% First Call Resolution

Chase Credit Card Services

2011 - 2013

Springfield, MO

Financial Services Representative

Accomplishments

- Provided World Class Customer Service
- Worked with United Elite Customers
- Worked with Card Members who spend \$500,000+ per month

Teletech Holdings

2008 - 2010

Springfield, MO

Webmaster and IT manager

Accomplishments

- Provided Technical Support to HP laptop customers
- Customer Service Representative

Fusion Internet Group

1996 - 2017

Springfield, MO

Webmaster and IT manager

Accomplishments

- Webmaster
- Network Installer and Troubleshooter
- Computer Builder
- Worked with Apple, Linux and Microsoft products
- Asset Management
- Customer Service Representative

SKILLS

- I can deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet
- Gather customer's information and determine the issue by evaluating and analyzing the symptoms
- Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more
- Follow standard processes and procedures
- Offer alternative solutions where appropriate with the objective of retaining customers' and clients' business
- Follow up and make scheduled call-backs to customers where necessary

