

TERRY JACKSON



Technical Support Specialist - Application Support - Hardware Support



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SUMMARY

I'm a professional problem solver. I speak plain English, not techno jargon. For the past 20 years, I have assisted millions of people with the technology they use daily. My experience as a Technical Support Specialist includes resolving complex technical issues across software and hardware platforms. My capacity to swiftly grasp and resolve issues has resulted in more efficient operations, increased customer satisfaction, and an enhancement of 80% in the customer experience.

WORK EXPERIENCE

NSOC Technical Support Specialist

Motorola Solutions, Inc. - January 2021 to December 2024

- Motorola Solutions manufactures cell phones, body cameras, video surveillance, access controls, two-way radios, and 911 call-handling software.
- Responded to calls and emails from law enforcement and government customers regarding technical issues with the 911 call-handling application.
- Troubleshoot, diagnosed, and resolved 95% of customer issues promptly and effectively.
- Created cases and tickets with detailed information on issues found and escalated to L3 or L4 teams.
- Monitored all system-generated alerts for the 911 network infrastructure to ensure smooth operation.
- Dispatched field technicians to evaluate 30% of cases concerning issues with firewalls, gateways, modems, switches, VPNs, and computer consoles.
- Coordinated with stakeholders to track 10+ unresolved service cases and implemented a feedback loop, enhancing communication processes that improved response times by 35% across various support channels.

Application Support Specialist

Asolva, Inc. - October 2015 to December 2020

- Asolva develops cloud SaaS software to help hospitals track their antibiotic usage.
- Oversaw all-encompassing clinical and technical assistance for Asolva's five cloud-hosted software applications.
- Diagnosed, replicated, and resolved complex technical issues faced by users.
- Handled user inquiries across various communication channels, including phone, email, ticketing systems, chat, and referrals.
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- Conducted continuous regression testing to verify that new updates did not negatively impact current features.
- Created and provided manual workarounds for 20% of major issues until permanent solutions were published.
- Provided daily operational reports of the support department to management summarizing weekly reported issues and resolutions, improving support operations by 60%.

Senior Technical Support Specialist

DynaMetric, Inc. - December 2001 to October 2015

- DynaMetric manufactures telephone recording hardware and software.
- Oversaw 100% of all technical sales and product support, encompassing order processing, consumer education, and technical assistance for DynaMetric products and third-party software solutions.
- Provided technical support for telephone recording systems, audio conferencing technologies, VoIP, and digital-to-analog converters.
- Handled 70% of technical sales both before and after purchase, including price quotes, credits, returns, complaints, and inventory management in the office and during trade shows.

EDUCATION

- Graduated: High School Diploma, Rancho Cucamonga High, Rancho Cucamonga, CA
- Attended: ITT Technical Institute, San Dimas, CA

CERTIFICATIONS

- CompTIA A+ Cert: Internet and the Cloud Applications
- CompTIA A+ Cert: Physical Networking
- Cisco Networking Foundations Cert: Switching and Routing
- LinkedIn Learning Cert: Windows 10 & 11 for IT Support: Advanced Troubleshooting

HARD SKILLS

Microsoft Windows, Microsoft Office, Excel, OneNote, Teams, Outlook, PowerPoint, Word, Google Drive and Docs, Meet, CRM, Salesforce, Ticketing Systems, SaaS Cloud, ServiceNow, Cherwell, Jira, Zendesk, Ivanti, SolarWinds, iLo, Azure, Onboarding, Documentation, Documenting, Mitigation, Managed Services, Retailers, Enterprise, Teamwork, Remote, Adapt, Complex, End Users, Customers, Tier 1, Level 1, Outages, Helpdesk, On-call Support, Lifecycle, Knowledge Base, KBs, FAQs, APIs, CSMs, VPN, DEV, SLAs, CompTIA, Project Coordination, Executive Support, Help Desk Support, Operating Systems, Hardware Support, Sales Support, Troubleshooting, Software Support Specialist, Application Support, Advanced, Key Point of Contact, Ad-hoc Support, Cloud Environments, Owning Through to Resolution

SOFT SKILLS

Motivated, Self-Starter, Interpersonal, Proactive, Inquisitive, Analytical, Communication, Communicate, Communicating, Guidance, Lead, Mentor, Train, Advise, Escalates, Collaborate, Coordinate, Diagnose, Critical thinking, Adaptability, Creativity, Problem-solving, Organizational, Willingness to learn, Leadership, Dependability, Work Ethic, Following Directions, Active Listening, Giving, Delegation, Vision, Judgment, Conflict Resolution, Stress Management, Protocol Adherence, Fast Learning, Facing Challenges, Friendly Demeanor, Can-do attitude, Determination, Motivation, Self-management, Meeting Deadlines, Problem-solving, Troubleshooting, Creative, Brainstorming, Rapport Building, Integrity, Trustworthiness, Empathy, Punctuality, Detail-oriented, Patience, Presentation Skills, Stress Management, Time Management, Trustworthiness, Dependability, Financial Management, Initiative, Strategic