

Francis Finch

More info: <https://friscotec.com/me.html>

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Professional Summary

I strive to be productive and efficient while learning all that I can about my job. I like to stand out as a reliable and punctual employee who is eager to perform and advance to more demanding roles. IT CERTS can be verified at <https://friscotec.com/me.html>

Authorized to work in the US for any employer

Work Experience

Tech Support Agent Northern Technologies Group Tampa, FL Jul 2022- Current

Ticketing Systems include mostly Connectwise Manage and Microsoft Dynamics. Working with customers remotely and in person, guiding them through systems configuration and troubleshooting, while aiming to resolve issues with efficiency.

Tech Support Agent Spectrum HSD-Tampa, FL Jun 2019 to May 2022

Front-line support for Spectrum High Speed Data Repair. This was an opportunity to use my expertise to identify issues, investigate root causes, and recommend solutions, while building brand loyalty with clients.

Tech Support DELL EMC PROSUPPORT- CONCENTRIX-Tampa, FL May 2018 to Jun 2019

The resident problem-solver, providing front-line support for Dell's ProSupport group. This was an opportunity to use my expertise to identify issues, investigate root causes, and recommend solutions, while building brand loyalty with clients. Ticketing done through Salesforce.

Maintenance Technician WESTSHORE HOTEL GROUP, LLC-Tampa, FL May 2016 to Feb 2018

Received Employee of the Month award twice within this timeframe. Duties included: Accommodating guests with issues, preventative and corrective maintenance, setup of banquet rooms, driving shuttle.

Maintenance and Beach Area BAY HARBOR HOTEL-Tampa, FL Oct 2012 to May 2016

Duties included: Accommodating guests with issues, preventative and corrective maintenance, maintaining swimming pool (NSPF CPO certification) and beach area.

Education

Bachelor of Science in Information Technology

Western Governors University - Salt Lake City, UT

June 2018 to Mar 2019

Associate in Science (AS) in Information Technology

Hillsborough Community College - Tampa, FL

August 2016 to May 2018

Skills

- Microsoft Office
- Computer hardware
- IT support
- Troubleshooter/ problem solver. Physical ability for lifting, bending, standing and extra work hours. Customer service awareness as well as general safety associated with a job. Team player who loves improving efficiency for meeting goals.
- Communication skills
- Technical Support
- Active Directory
- Microsoft Windows
- Help Desk
- Windows
- Desktop Support
- Software troubleshooting

Links

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