

# ARCHIE KRESS

## CONTACT

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1005 Summer Pl.

## TECHNICAL PROFILE

- Active Directory/AzureAD
- Windows and Linux Server Management
- TCP/IP
- VoIP
- Powershell
- Google Workspace
- Microsoft 365
- Microsoft Windows, MacOS, Linux

## COMPETENCIES

- Technical Documentation
- Customer Service Expert
- Application Support
- Desktop Support
- Technical Support Triage
- Network Infrastructure Monitoring

## EDUCATION

### 2024 - Present

Austin Community College

Computer and Information Sciences

## O B J E C T I V E

To provide an exceptional customer experience through education, compassion, and enthusiasm.

## E X P E R I E N C E

### Helpdesk Technologist, MultiTech Solutions; Austin, TX — 2024-Present

Provide technical software, hardware, and network problem resolution to clients by performing problem diagnosis and guiding users through step-by-step solutions over the phone, via e-mail and remote access software. Determine and recommend which products and services best fit the customers' needs.

### Help Desk Technician, Aspire Networks Inc; Austin, TX — 2022-Current

Provided frontline technical support for 20+ clients, resolving hardware, software, and network issues. Managed Active Directory, AzureAD, Google Workspace, and Microsoft 365 accounts for user access and security compliance. Supported Microsoft Exchange and administered Microsoft Intune for endpoint management. Administered Windows and Linux servers, ensuring reliable server operations. Participated in on-call rotation for 24/7 support for users, networks, and servers.

### Learning & Technology Coordinator, FronteraWorks; Austin, TX — 2020-2022

Responsible for coordinating domestic & international, virtual & on-site classes; 500+ classes, 10,000+ participants in 2022. Scheduling & managing 14 facilitators' calendars & assignments. Cultivating relationships with client coordinators and sponsors. Logistics & technology support for all clients in virtual & on-site environments, including in-house support. Tracking & reporting \$1.5 million in YTD sales & revenue.

### Content Manager, New England Whalers; Boston, MA — 2017-2020

Responsible for all Gaming & Esports content, including social, live, short-, mid- & long-form media. Identify formats, scope & requirements, to define the Whalers tone of voice in gaming & esports while engaging its audience. Working closely with players & content creators to ensure strategic content is developed and produced in line with the network needs. Acting Community Manager.

### Sales Support Representative, Houghton Mifflin Harcourt; Round Rock, TX — 2017-2019

Handling all inbound requests from Account Executives regarding research on products, pricing, availability, shipping & tracking. Preparing sales orders & contracts for clients. Communicate with clients via email, phone & Salesforce cases requesting product information, samples and account executive inquiry.

### iOS Senior Advisor / MacOS Advisor, Apple Inc.; Austin, TX — 2014-2017

Direct consumer & business communication resolving issues involving account security, personal safety, & technical support involving iOS, MacOS, Android, Windows & escalation calls for iOS. Top 5% performer in customer satisfaction & issue resolution. 96% customer satisfaction rate from 2014-2017.