

EXHIBIT 10

EXHIBIT 3

Customer Service Support

Location:

Fort Worth, Texas, United States

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Professional Summary

Experience with break/fix enterprise environments with Windows Sever 2003 and newer. Servicing Microsoft Premier clients servicing issues including: NIC configuration and Teaming, DNS, DHCP, IPSec Communications, SMB communications, Hyper-V networking, NPS and 802.1x authentication, TCP/IP in depth trace analysis, implementing group policy, and IPAM. Plus, personal experience deploying network printers.

Education

My Computer Career – Vocational School Dallas, TX Graduated

Information Technology/System Administrator-Certificate

Certifications

- A+ CompTIA
- Network+ CompTIA
- Sever+ CompTIA
- Mobility+ CompTIA
- MTA Networking Fundamentals
- MTA Mobility and Device Fundamentals
- MTA Operating System Fundamentals
- MTA Security Fundamentals
- Working on – CCNA
- Working on – MCP Windows 7 Configuring

Summary of Qualifications

- Excellent communication skills – written and verbal.
- Ability to work toward a deadline or in high stress scenarios

- Positive and “go getter” attitude
- Detail oriented with a strong will to succeed and learn more in my current field.
- Team player with the desire to lift and help others
- Responds to manager requests in a timely manner
- Deploying, configuring, and maintaining physical and virtual client and server machines
- Group Policy Administration
- Proficient with Mac OS X
- Hyper-V
- Network Protocols
- Deploying and maintain network printers
- Monitoring and Analyzing TCP/IP traffic in a Break/fix scenario
- Creating User Accounts via powershell
- Maintaining Accurate Documentation per organizational standards
- Proficiency with Windows Server 2003 and newer with their client OS equivalents.
- Innovative thinking to create the most efficient paths of resolution.
- Expert knowledge of Android, iPhone and other mobile platforms.
- Remote Support
- Setup and configuration of Client VPN access
- Investigation of user problem
- Proficiency with Office applications

Professional Experience

Microsoft - Premier Support (Vendor – Convergys Corporation) 2016 to Present

Tier 3 Support Engineer - Networking

Program Ready Trainer – Provide training for new hires to set expectations as to case management and how to work with Microsoft tools for troubleshooting customer issues.

Windows Server and Client OS Break/Fix: Networking

DHCP: Analysis network traffic to diagnose issue as to why a client may not be receiving IP leases.

Advise best practices with Failover scenarios, Subnets, and scopes.

DNS: Support customers with issues such as why the DNS server service will not start. Advise of best practice with Aging and Scavenging and dynamic updates of DNS records. Analysis network data to verify DNS is working per design.

NPS/802.1x: Analysis netsh tracing to narrow down the problem component – certificate issue, user authentication, computer authentication. Working with wireless or wired.

IPAM: Verify product is working per design. Confirm the product has the features the customer needs.

TCP/IP: Analysis of Network traces can determine the problem component, whether it be a device in the middle, the local machine's configuration, or the behavior of an application. Identifying the source or cause of port exhaustion.

IPsec: Troubleshoot Ipsec rules and why endpoints may not be able to communicate over a secure tunnel.

GPO: Assist with the applying of Ipsec, drive mapping, using logon scripts as a work around for known bugs, and 802.1x

Network Adapters: troubleshoot configuration issues with the NIC such as TCP global parameters, jumbo frames, and driver updates.

Revel Systems – iPad POS Solution Dallas, TX 2016

Client Support Special – Application and Network support

- Assist Clients with Concerns with Revel POS Applications: Accounting, Reports, user permissions, password resets, application configurations etc.
- Assist Client with troubleshooting with their Local Area Network. From physical connections to correct static IP configurations.

IQOR (ZTEUSA), Plano, TX 2015 to 2016

Support Technician - Subject Matter Expert (SME)

- VIP Specialist: Showcase new flagship Android phones. Had the honor of taking the first call in USA for ZTE.
- Knowledge Base Writer: Research, draft, publish, and approve articles pertaining to ZTE devices, policies, and procedures for public and internal use.
- Training material Writer: Write new training presentations that are needed outside of the curriculum provided by ZTE.
- Ongoing training: Implement on the job trainings from presentations or perform one on one sessions with outlier agents.
- Seller Cloud Sales: Take payments over the phone using an online POS system.
- Live Chat: Provide world class customer service though a chat portal. Provide troubleshooting assistance, warranty service, and product information.
- Floor Support: Assist agents throughout the production floor with anything needed to resolve customer concerns on the call or chat.
- Escalations: Research issues related to customer technical concerns where the agent is not able to resolve the issue. When directed by ZTE corporate, contact customers that have executive escalated concerns and resolve their concerns in any way possible.
- Acting Supervisor: When needed, act as supervisor to assist the production floor when one is not available.

IQOR (Samsung Telecommunications of America), Richardson, TX 2014 to 2015

Support Technician

- World class customer care
- Escalations
- Internal Floor Support
- Data reporting

BWC Imaging 2014

Driver and shipping specialist (Temporary)

- Pick up supplies from vendors
- Pick, pack, and ship photo prints

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