

David W. Leflett, Jr.

Computer Technician

(602) 633-5404 | David.Leflett@gmail.com | DavidLeflett.com

Summary of Qualifications

- Skilled Technical Support Representative with excellent Customer Service capabilities.
- Capable of performing hands-on or phone support assistance to customers.
- Strong troubleshooting experience including the use of remote access tools.
- Excellent experience performing software and hardware upgrades for customers.
- Ability to maintain a solid knowledge of company's products and use that knowledge to best support end users.

Professional Experience

Support.com

May 2010 – Present

Solutions Center Engineer/Personal Technology Expert

- Perform analysis on customer's PC and make product or service recommendations via remote desktop access.
- Supply best in class support to direct consumers on all technology support needs.
- Use company provided tools to troubleshoot and solve customer technology problems.
- Review ticket in customer service tracking application.
- Determine scope of issue.
- Confirm customer agreement to pricing and conditions of service.
- Close the incident within recommended service times.
- Properly document all support calls.
- Maintain high level of customer satisfaction with focus on first call resolution.
- Identification and removal of Malware and Viruses.

Apollo Group, Inc.

March 2009 – March 2010

Technical Assistance Center / Specialty Services Team

- Provided computer technical support via email and phone to students, staff, and faculty members of University of Phoenix, Axia College, Western International University, and Insight High Schools.
- Professionally and completely identified, researched and resolved technical problems and concerns of students, staff, and faculty.
- Guided students, staff, and faculty regarding the use of the broad range of products, offers and services the company provided.
- Worked with superiors to provide status updates both internally and to external clients.
- Displayed proper use of problem management databases and help desk systems.

DHL Technical Support - Staffmark

July 2008 – March 2009

Technical Support Technician

- Tracking service calls and contacting customers to assist in the upgrade of the latest DHL software via remote desktop.
- Received calls from customers seeking assistance installing upgrades and updates.
- Used DHL equipment to package and send out current updates upon customer request in the form of physical media.
- Displayed proper use of problem management databases and help desk systems.

Newtek Technology Services

October 2007 - May 2008

Technical Support Technician

- Provided email and phone support to external hosting customers.
- Professionally and completely identified, researched and resolved technical problems

- and concerns of customers.
- Guided customers regarding the use of the broad range of products, offers and services the company provided.
- Provided identification and resolution of problems with web based scripting languages such as ASP.NET, ColdFusion, Perl and PHP.
- Worked with superiors to provide status updates both internally and to external clients.
- Displayed proper use of problem management databases and help desk systems.
- Assisted with the building of new sites, site renames.
- Managed dedicated servers, checking back servers and other tasks as assigned.

SmarTech-CSI

April 2005 – July 2007

Field Support Technician – Contractor

- Performed on site installations of Dell desktops and laptops.
- Installed, maintained, troubleshot and upgraded computer software, hardware, personal computer networks and peripheral equipment.
- Assessed user training needs and then, was responsible for training them in the effective use of applications.
- Made recommendations regarding hardware and software acquisitions.

Education

NW Arkansas Community College, Bentonville, Arkansas

September 2001 – July 2003

- Networking I
- TCP/IP (Transmission Control Protocol/Internet Protocol)
- Webpage Design I
- BCI Lab Work-study
- Database Administration I
- Microcomputer Hardware Support
- Operating Systems I

Arkansas Tech University, Ozark, Arkansas

September 2006 – July 2007

- Networking I & II
- VB.NET Programming I & II
- Webpage Design I
- Operating Systems II
- HTML Programming

Skills Summary	Experience Level
Hardware experience in building, upgrading, and troubleshooting personal computer systems. Software experience Installing, upgrading, and troubleshooting Microsoft Windows Operating systems from DOS through Windows 7. Intermediate experience with Visual Basic applications and scripts for DOS and Windows environments. Minor website design and coding in HTML, ASP, CSS, and Javascript.	10+ Years
Hardware and software experience installing, configuring, and troubleshooting wired and wireless home networks including modems, switches, NICs, Ethernet cables, routers, Microsoft Office, Internet Explorer, Firefox, Adobe Reader, Adobe Flash Player, Java, Anti-virus/Malware scanners, and firewalls.	5+ Years
Experience installing, configuring, and troubleshooting hardware and software via remote desktop tools such as RDP, VNC, and web based services such as Logmein.com and Adobe Connect Pro.	1-5 Years
Experience using HP Service Desk Open View, VBscript, ASP.NET, DHTML, PHP, CGI, Perl, Dreamweaver MX2004, Visual Basic.NET, MS SQL 2000/2005, MySQL 4/5, SQL Server Management Studio, SQLyog, PHPmyAdmin, Linux, and Apache Web Server.	< 1 year