

Sean McNamara

Los Angeles, CA 90034

(323) 456-3664

hireme@smcnamara.info

Summary of Qualifications

A young professional with over four years of experience in the combined fields of customer service and technical support, with a background in desktop support and sales. A+ Certified, works well under pressure, comfortable dealing with upset customers, delivering fast and efficient support, and solving difficult problems.

Employment Experience

Customer Support Agent, Level 3

August 2012 – Present

Media Temple, Inc

Culver City, CA

- ⌚ Responsible for diagnosis and resolution of customer inquiries in the combined roles of technical support, customer service, and billing support.
- ⌚ Consistently performing in excess of daily performance and quality targets with an average of 50+ customer interactions per day via phone, support tickets, and online chat.
- ⌚ Technical assistance with Media Temple's proprietary shared hosting service as well as CentOS Linux virtual private servers.
- ⌚ Daily interaction with server administration, engineering, and incident management teams to identify and correct issues.
- ⌚ Delivering top quality and industry-leading levels of customer service and satisfaction.

Technical Support Coordinator

November 2010 – June 2012

Minehost, LLC

Pasadena, CA

- ⌚ Resolved daily support requests, ranging from server and stability issues, to billing-related requests, for a client base of 176 customers, each providing gaming communities of up to 200 users.
- ⌚ Authored, edited, and published a Joomla-based blog and newsletter, sent weekly to over 150 clients, which included product development progress, and beta testing program releases.
- ⌚ Secured 25 new clients by identifying existing online gaming communities, working with community owners, delivering a sales pitch and product demonstration, and providing personalized support.
- ⌚ Promoted company service features and price-points with 100 potential clients and eight developers while representing the company at the PAX East 2011 and Minecon 2011 conferences.
- ⌚ Secured advertising in a web series on Machinima.com's YouTube channel that has generated over 2.3 million views.
- ⌚ Negotiated prices and terms for leased server contracts with three nationwide service providers.

Retail Technology Support Representative

December 2010 – June 2011

Dunkin Brands, Inc (via Modis, Inc)

Canton, MA

- ⌚ Trained and oversaw a team of three contracted staff in the mass-deployment of new Point of Sale (POS) software to over 700 locations in one month.
- ⌚ Assisted franchisees in reconfiguring POS menu combinations for over 700 locations to ensure compatibility with new software versions.
- ⌚ Worked with a Help Desk team of five in supporting deployment of new POS, server, and surveillance and loss prevention systems to thousands of locations nationwide.
- ⌚ Supervised and monitored field installations and system upgrades on a bi-weekly basis, to ensure franchisee satisfaction and compliance with brand specifications.
- ⌚ Responsible for reaching out to 20-30 franchisees daily over-the-phone and by email to ensure franchisee satisfaction with installations in other markets and regions, nationwide.

References and extended employment history available upon request.

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Employment Experience (cont'd)

Dispatch & Customer Service Representative

September 2010 – Nov. 2010

Home Delivery Group, LLC (via EDA, Inc.)

Foxborough, MA

- ⌚ Managed, tracked, and coordinated 24 daily courier routes and communicated delivery times and delays to customers.
- ⌚ Fielded inbound calls from customers and logged product damage, concerns, complaints, and rescheduled routes where required.
- ⌚ Contacted up to 70 customers each night to confirm delivery times and customer information.

Technical Sales Consultant

January 2008 – January 2009

Zcom Wireless

Needham, MA & N. Prov, RI

- ⌚ Managed two wireless phone retail locations with \$10K in total gross daily sales.
- ⌚ Assisted up to 30 walk-in customers daily with technical support and billing issues by utilizing an extensive knowledge of Verizon Wireless products, devices, and plans.

Education & Certifications

General Educational Development Certification

Completed 2009

CompTIA A+ Certification

Completed 2009

Technical Skills

- ⌚ **Software:** Microsoft Office Suite (Excel, Word, PowerPoint), Outlook, OpenOffice, Lotus Notes, PC-POS
- ⌚ **Desktop Support:** Windows XP, Windows Vista, Windows 7, Windows 8, Mac OSX, Ubuntu Linux
- ⌚ **Networking:** Routers, Hubs, Switches, Cabling (Cat5, Cat6), Wireless Networking
- ⌚ **Hardware:** Hard Drives, Motherboards, RAM, Optical Drives (CD, CD-ROM, DVD, DVD/RW, etc), CPU, Heatsinks, Network Cards (NIC), Power Supplies, Printers, Scanners, Cooling Systems
- ⌚ **Content Management:** FTP, SSH, WordPress, Joomla, Parallels Plesk Control Panel, Virtuozzo
- ⌚ **Linux Server Administration:** Debian, CentOS

References and extended employment history available upon request.