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CLIFTON GIBBONS

Systems Administrator | Network Engineer | DevOps Engineer

PROFESSIONAL SUMMARY

Technical Support Specialist with over 20 years of customer service and IT support, utilizing various industry tools including Remote Access services, ActiveDirectory, file transfer services and desktop publication support. My efforts have been instrumental in significantly improvement Quality of Service for new and existing clients culminating in the retention of 11 major accounts through improved service rapport. I am known for developing comprehensive training manuals, implementing efficient troubleshooting techniques and consistently recognized for excellence in customer and technical support efforts by both internal and external clients.

EMPLOYMENT HISTORY

TECHNICAL HELPDESK & DIGITAL REMOTE SUPPORT AGENT III   **Present**

Xerox Corporation   *Montgomery, Alabama*

♦ Delivered prompt support for multi-function printers and various image reproductive devices, ensuring operational efficiency.

♦ Accurately logged service calls in a digital database, enhancing record-keeping and accountability.

♦ Contributed to policy redevelopment projects, improving both remote service quality and service scope clarity.

♦ Recognized as Admin of the Year, demonstrating consistent excellence and dedication.

♦ Enhanced customer satisfaction through effective problem-solving and technical expertise.

COMPUTER LAB MANAGER

Auburn University Montgomery   *Montgomery, Alabama*

♦ Managed daily operations of the campus' main computer lab by ensuring seamless tech support services.

♦ Developed and published a comprehensive Helpdesk Training Manual, enhancing team efficiency and accuracy.

♦ Configured software and email services in accordance to campus guidelines utilizing ActiveDirectory as a main tool of service.

♦ Facilitated Wi-Fi setup on student devices promoting campus wide network services.

♦ Managed user account access, via ActiveDirectory, by assigning to various, predefined, user groups.

TECHNICAL AND HELPDESK SUPPORT REPRESENTATIVE

Teletech Inc   *Fairfield, Alabama*

♦ Recognized in top 5% of 450 service representatives for outstanding service performance.

♦ Delivered top-tier technical support for internet services, earning 3 customer service awards.

♦ Supported diverse software platforms including FTP and Outlook, while providing internal helpdesk support and meticulously documenting service calls in Remedy database.

♦ Developed efficient troubleshooting techniques for Dial-up, DSL, ISDN, and Router Configuration Services, significantly reducing resolution times.

EDUCATION

MASTERS OF INFORMATION SYSTEMS MANAGEMENT

South University-Montgomery   *Montgomery, Alabama*

Studies included Project Management, Data Management, Systems Development and IT Compliance, Audit and Control

• Focus on Security Management

BACHELOR'S BUSINESS ADMINISTRATION - INFORMATION SYSTEMS

Auburn University Montgomery   *Montgomery, Alabama*

Focus on System's Management and Systems Analysis, Design and Implementation

SKILLS

Windows Operating Systems	Customer Service	Wireless Networking
Microsoft Office	Quantity Management	Technical Support
Active Directory	Project Management (Beginner)	Data Management
IT Compliance	Systems Analysis	Troubleshooting

ADDITIONAL INFORMATION

AWARDS/HONORS

- Graduate with Highest Honors – South University – 2021

- Admin Employee of the Year – Berney Office Solutions – 2018