

PHILIP J. FIORE

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OBJECTIVE

To further my career and knowledge in technology support and maintenance as well as provide management and guidance to other technology workers.

QUALIFICATIONS

- 10+ years in incoming phone based customer support.
- Experience supporting all versions of MS Windows and MS Office.
- Excellent customer interaction, technical support, and customer service skills.
- Extensive experience using and supporting Linux and MaxOSX.

PROFESSIONAL EXPERIENCE

Systems Administrator

GeoTec/OnRamp Internet Services Tulsa, OK 2002-2003

- Updated and maintained crucial network systems.
- Managed and hired technical support staff and resolved escalated customer support calls.
- Repaired computers for internet customers and other clients.

Technician and Customer Support

Corkey Control Systems Tulsa, OK 2003-2005

- Developed complex algorithms and coding for patented magnetic lock systems.
- Traveled to each customer's location to perform on site surveys for product sales and installation both overseas and in the United States.
- Handled post sales support issues and ensured customer satisfaction.

Advanced Technical Support

DecisionOne/Alorica, Inc Tulsa, OK 2005-2007

- Directly supported SprintPCS customers with mobile device issues.
- Handled incoming technical support, advanced technical support, billing, and customer support calls.
- Created documentation and fixes for new issues as they arose with devices.

IT Support Manager / IT Lab Manager

University of Oklahoma Norman, OK 2007-Present

- Directly supported University customers with all technology issues.
- Managed entire IT computer lab services, including over 45 labs with 800+ computers and an average of 40 employees.
- Used Altiris and Microsoft AppV (SoftGrid) to support, create, and deploy over 200 software packages to lab computers.
- Provided Altiris support and training to other areas of OU through service agreements.

EDUCATION

High School Diploma

Union High School Tulsa, OK 2001

