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## Professional Attributes

- Highly motivated and responsive technical account manager with a focus on premium technical support for large enterprise customers.
- Skilled in handling heated customer situations, providing advisory support on complex, repeatable, or escalated cases, leading to actionable resolutions.
- Active listener and problem solver, quickly absorbing new information.
- Experienced information systems professional with over 20 years in end-user support, seeking a hands-on, project-oriented position as a technical leader.
- Self-motivated with the ability to work with minimal supervision.
- Deep understanding of customer environments and business objectives.

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## Skills

- Expert in Endpoint Management, including Patch Management, Software Delivery, Inventory, and OS Deployment.
- Extensive enterprise support experience with a strong understanding of corporate account needs.
- Proficient in Microsoft SQL Administration and Performance Tuning.
- Skilled in Microsoft PowerShell Automation.
- Comprehensive knowledge of Windows Operating Systems, Active Directory, SQL Server, Hyper-V, and Networking technologies.
- Expertise in installing, maintaining, and troubleshooting complex PC and Server issues.
- Strong organizational, communication, project management, and problem-solving skills.

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## Experience

**BROADCOM (SYMANTEC) - Remote, NJ** 2007 – Present

### **PRINCIPAL TECHNICAL ACCOUNT MANAGER**

- Reproduce technical problems, diagnose causes, identify temporary and interim solutions, and communicate status updates to clients.
- Distinguish between application database, operating system, network, and hardware problems, taking ownership of issues through to resolution.
- Act as the primary technical point of contact for customer escalations.
- Develop, maintain, and present comprehensive case status reports both internally and externally to customers in regularly scheduled meetings.
- Drive the implementation and resolution of all customer cases, staying on top of all customer issues.
- Provide guidance on optimizing customer environments, including upgrade planning and change management.
- Proactively identify technical risks and bottlenecks.
- Assists customers in upgrade planning and change management.
- Facilitate and coordinate technical resources.

**HEWLETT PACKARD - PISCATAWAY, NJ**  
2007

2004-

**ALTIRIS TOOLS ENGINEER**

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- Successfully implemented Symantec IT Management Suite software to manage 50,000 endpoints.
  - Presented technical recommendations to upper management.
  - Distributed software to managed endpoints throughout environment.
  - Responsible for daily server maintenance running Altiris Client Management suite.
  - Successfully distributed 90% of Microsoft critical security patches to approximately 50,000 clients.
  - Use initiative to identify and pro-actively resolve issues.
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**Education**

THE CHUBB INSTITUTE – Parsippany, NJ

1996

Diploma - Data Center Support

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**Accolades**

Symantec RPS All-Star 2012 and 2013

Symantec Top talent member

Author of many knowledgebase articles

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**Certifications**

Microsoft 365 Certified: Endpoint Administrator Associate

Microsoft Certified: Azure Fundamentals

CompTIA Security +

Certified Customer Success Manager (CCSM)

Symantec Certified Specialist

Google Cloud Fundamentals: Core Infrastructure

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