

AYTU

OPERATIONS AND SUPPORT SYSTEM ENGINEER

If hiring or know of a job matching this client-candidate, please call 647-773-8899, [email](#) or [Book an Appointment](#)
There are no fees or charges of any kind to hire through any [Nigel Corneal BDM Service Network Inc.](#) service.

Summary

Qualified and highly educated System Engineer with experience directing, coaching, and guiding support engineers through understanding and delivering technical support with exceptional customer service and timely deliverables.

Focused on improvement of operational efficiencies and ensuring service levels meet standards in a globally diverse workplace.

Skills

- Leader, Coach and Mentor
- Performance Management
- Quality Assurance
- Customer Service
- Client Relationship Management
- Technical Support and Expertise
- Report Generation
- Strategic Direction
- Market and Product Research
- Knowledge Management Systems

Awards

- [REDACTED] Award (*performance*)
- [REDACTED] Award (*for documentation of best practices in process*)
- [REDACTED] Award (*for best SME*)
- [REDACTED] Award (*best performing agent*)

Work History

SENIOR ESCALATION ENGINEER – 2013 - Present

- Manage, coach, lead and manage performance for a team of 16 Support Engineers.
- Review and escalate open cases and provide technical support to client inquiries in a timely manner.
- Utilize resources efficiently to conduct research to determine the most cost effective and timely solution for implementation.
- Contribute to improvements on methods to better serve client requests and increase satisfaction.
- Research market trends, perform analysis on collected data, and provide advice on project improvements.
- Remain current on system updates, technical information, and corporate regulations.
- Actively participate in tech blog in the exchange of intellectual property between various sites and clients.
- Recognized as the top performing team on AHT.

Microsoft Office Software:

- Interact with business partners and take care of issues related to Office programs such as Office 365 Home, Office 365 business, Office 365 University, Home and Student 2013, 2016, Home and business 2013, 2016.
- Supporting issues related Office software like Word, Outlook Client, Excel, and PowerPoint.
- Troubleshoot issues related to the software.
- Knowledge in Windows 7, Windows 8, Windows 8.1 and Windows 10.

Microsoft MSN Program:

- Resolve MSN software issues Escalated from L1.
- Resolve issues on all version of Microsoft Office – Windows\MAC and with email accounts.
- Managing Escalations from other Microsoft products.
- Configure DUN Connection and Troubleshoot on Dial Up Networks.

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Tools Used

- **ASD** to manage cases
- **CAP** to check partner history or details
- **RAVE**
- **Helpshifp** to check metadata and script details for Outlook.com
- **PST** to check account profile and provisioning
- **Remote Connectivity Analyzer** to check message header and test Microsoft Exchange ActiveSync connectivity, Internet Email and Office 365 General tests
- **Azure** to create lab, run scripts, check DNS
- **PowerShell Command** to run Outlook.com mailbox details
- **SharePoint** to manage bugs and trending issues
- **EWS Editor** to troubleshoot Outlook.com issues
- **MFC/MAPI** to check details for Outlook.com via Outlook application which helps to perform certain troubleshooting
- **ViewPoint** to create PSI's while there are outages in Outlook.com

Education & Training

Master of Business Administration (MBA)

2012

Bachelor of Business Administration (BBA)

2010

Systems Management Diploma

2005

Microsoft Certified Professional

2016

Enabling Leaders, Leadership Training Certificate

2016

Work History Continued

- Provide Technical Support for Remote Clients.
- Handle customer queries and complaints and follow up with Program Development team to resolve issues.
- Maintain SL as per the process requirement.
- Track and dispatch assigned tickets.
- Engage in RCA to fix software problems.

Outlook.com InApp Program:

- Attend to Outlook.com premium users (Office 365 Home and Personal) and Outlook.com Ad free
- Managing any issues for Outlook.com Premium and business users.
- Conversant with Microsoft Exchange server and IMAP/POP.
- Collaborate with Developer team and taking care of bugs and design issues.
- Submit RCA report to client related to trending issues on Outlook.com
- Create training modules for Support Engineers to handle Outlook.com relates issues and product.
- Provide Incident management and tool administration support for the Ad support business.
- Provide tools access to Ads business users, some of which adhere to Sarbanes Oxley standards.
- Support users\businesses using bulk e-mail features. These users are classified as senders who send bulk e-mails to users that use live accounts.
- Provisioning permission requests for Microsoft Employees responsible for the Microsoft Advertising business.
- Grant Access to various tools (advertising platform) used by different vendors to manage advertising campaigns.
- Provide complete support on account creation, role modification, deletion request and Microsoft System