Natalie Fiet

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PROFESSIONAL EXPERIENCE

Help Desk Team Lead
On Q Financial, Scottsdale, AZ, May 2013 – Nov 2017

- Organized and took lead on IT projects.
- Improved new hire onboarding process through the use of SharePoint workflow automation resulting in increased quality, consistency and cost savings of $30K per year.
- Migrated VoIP and Internet services across all branches resulting in annual cost savings of over $200k per year.
- Created and managed SharePoint top level and sub-sites.
- Designed and maintained SharePoint workflows.
- Senior desktop support technician leading a team of 3 to 6 technicians.
- Audited processes to identify opportunities for improved efficiency.
- Delegated support requests as needed to ensure timely and effective response and resolution.
- Provided on-site and remote desktop support for 800+ users nationwide.
- Developed video training tutorials for common IT break/fixes.
- Diagnosed software vs. hardware vs. network issues and choose the most expeditious path to resolution.
- Generated reports and summarized trends/patterns of Help Desk traffic

Technical Support Supervisor
Pace PLC, Tempe, AZ, October 2009 – May 2013

- Mentored, coached and supervised 20-30 support agents in a 24/7 call center
- Hired and managed technicians with the strongest technical aptitude and customer service skills. Trained technicians for offline escalations desk that used relationships with other departments to provide a complete resolution to end users
- Attended weekly meetings to collaborate best practices with other on and offshore centers.
- Collected best paths of resolution and provided in weekly meetings to improve workflow-based troubleshooting.
- Developed concepts, theories, and documentation to create coaching guides for the purposes of improving call center KPI's.
- Maintained and improved call center metrics such as AHT, FCR, Quality and Customer Surveys
- Provided training and coaching for new hires and low performing agents.
- Provided comprehensive technical support for DSL customers

EDUCATION

Collins College
AA, Visual Communications

CompTIA Certifications
A+
Network+

Technical Skills and Proficiencies

Active Directory, Exchange, VPN, RDP, TCP/IP protocols, remote support software, spam filtering and management, computer imaging, backup and restoration, VoIP phones and telephony systems, network printing and scanning, network attached storage, VMware, Hyper-V, Windows 7, 10 and Server 2013, Mac OSX, Office 2010 – 365, Advanced Microsoft Excel, SharePoint Designer 2010-2013, Adobe Creative Cloud Suite and Acrobat, OS installation, disk encryption, Windows command line scripting, hardware installation

Additional Training

CBT Nuggets
PowerShell 4 Foundations
Microsoft SharePoint 2016

Fred Pryor
Microsoft SharePoint Foundation 2010
Microsoft Excel Macros, PivotTables, Charts and More
Intro to Scrum