



Terry R. Jackson

TECHNICAL SUPPORT SPECIALIST

Toll Free 
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Rancho Cucamonga, CA 

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www.TerryJackson.Org 

EDUCATION

Diploma, Technology
Rancho Cucamonga High
1995 – 1998

SKILLED IN THESE SERVICES

Managed Support Services
Multi-Tiered Technical Support
Outsourced Technical Support
Block Hour Technical Support
Collaborative Customer Service

QUALIFICATIONS

LANs / WANs / SANs, TCP / IP,
VoIP, DNS, HTTP, Wireless / VPN
Architecture, Cisco Routers &
Switches, Firewalls

HARDWARE

iPads, iMacs, tablets, desktops,
laptops, printers, scanners,
projectors, cell phones

SUMMARY

I am a dedicated technical support professional currently providing tier 3 technical support in a 3000+ healthcare user environment. I am a skilled problem-solver with an extensive 25 year technical career who speaks plain English, not techno jargon. I specialize in troubleshooting and resolving complex technical problems.

EXPERIENCE

Asolva, Inc. | www.Asolva.com | **December 2015 to Present**
Software Support Specialist

Asolva develops clinical antibiotic resistance software for healthcare industry.

- Responsible for providing excellent medical technical support in a timely manner via multiple communication channels - phone/email/ticket system/chat etc.
- Troubleshoot and resolve 90% of technical issues Kaiser employees experience with Asolva software applications.
- Close 95% of trouble tickets on the first call without escalation.
- Work closely with our development team to reproduce customer issues and to test new software builds, releases, and improvements.
- Achieved a user satisfaction rating of 4.9/5.0 (14% higher than average); for consistently logging and monitoring ticket status to ensure fast, quality resolution of technical issues.

DynaMetric, Inc. | www.DynaMetric.com | **December 2001 to 2015**
Senior Support Specialist

DynaMetric manufactures telephone recording hardware and software.

- Provided tier 3 technical support on all DynaMetric recording products and supplied software from the point of installation, basic and advanced support, or to the level of service appropriate for the customer's warranty.
- Cut incident callback rate by 15%; used technical, analytical and communication skills to accurately identify user needs and provide effective solutions to hardware and software issues.
- Helped the company attain the highest customer service ratings (as determined by external auditors), earned 100% marks in all categories including communication skills, listening skills, problem resolution and politeness.

SOFTWARE

All Windows Operating Systems,
CRM Systems, Microsoft Office,
IE/Chrome Browsers, General
Networking, Active Directory
Domains, Wide Variety of Mobile
Operating Systems etc.

EXPERIENCE

Mlabs USA, Inc. | www.Mlabs.com | **March, 1998 to 2002**
Technical Sales & Product Support

Mlabs manufactures revolutionary multi-point video conferencing software.

- Managed a high-volume workload within a 24-hour deadline-driven environment. Resolved an average of 550 inquiries in any given week and consistently met performance benchmarks in all areas (speed, accuracy, volume).
- Responsible for troubleshooting video and audio issues, configuring updates, workarounds, and recommending third party resolutions to customers until their issues were resolved.
- Partnered with engineering peers in India and Malaysia to resolve complex software issues that required escalation.

ACCOMPLISHMENTS

- While at DynaMetric, I was recognized as the “#1 Technical Support Rep” (out of 20 reps in division) in the Fall of 2008 and 2009. Ranking was based on technical accuracy, customer service, duration of calls and availability).
- Redesigned and developed a technical friendly website for Asolva and a e-commerce website for DynaMetric. Increased DynaMetric sales 65% and Asolva by 90%.
- While at DynaMetric, I contributed to a 30% sales increase in 2004 – 2011 by improving lead-generation and sales-tracking techniques from trade shows.

ADDITIONAL SKILLS

<u>Skill Name</u>	<u>Skill Level</u>	<u>Last Used/Experience</u>
Tech Support & Customer Service	Expert	Currently used/20 years
Call Center Operations	Expert	Currently used/10 years
Complaint Handling/Dispute Resolution	Expert	Currently used/15 years
Manage & Prioritize Multiple Projects	Expert	Currently used/8 years
Comprehensive Knowledge of Hardware & Software Apps	Expert	Currently used/12 years
Highly Analytical, Results-driven & Performance-focused	Expert	Currently used/17 years