Dylan Bremner

IT Support Specialist - PIVOTAL Z, LLC

Bothell, WA 98021

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425-283-7129

Technically skilled and quality driven IT Support Technician with four years of experience. Highly attentive to detail and can effectively manage multiple tasks simultaneously. Ambitious, hardworking, reliable, technologically savvy, and customer service oriented with a positive attitude and a commitment to excellence. I believe in room for improvement and can-do spirit which drives me to explore new skills.

Work Experience

IT Support Specialist

PIVOTAL Z, LLC - Bothell, WA February 2017 to Present

• Configure and support PCs, laptops, mobile devices, cloud and peripherals (Mac & PC)
• Support end users with issues regarding e mails, printer, video conferencing and VPN
• Troubleshoot network and connectivity issues wire and wireless.
• Provide remote support through various remote support applications VNC, TeamViewer, GoToMeeting and via face to face, chat and over phone.

• Giving support and training to employees in how to use application and software for daily activities. • Preparing workstation desks for new hires
• Keeping track of active accounts, office inventory and distribution groups.
• Administer and support MS Office Suite, Outlook and office 365.

• Client Administration in a Windows Environment (XP/7/8/10)
• Install, configure and support a wide array of software and applications
• Always improving and learning new applications and software and giving training to others as needed.
• Performing other tasks and projects as needed

Technical Support Manager

APPLE, CONCENTRIX - Auckland City, Auckland October 2015 to January 2017

- Part of level 2/ tier 2 technical help desk.
- Handling escalated calls
- Providing technical support and customer service on escalated calls over phone and email • Troubleshooting, installing and configuring apps, connectivity issues for end users
- Working on macOS, iOS, watchOS and tvOS.
- Making outbound calls to follow-up with customer if query not solved
- Team player part of dynamic team; work together to achieve team goals
- Following compliance by giving all the detailed info on terms and conditions
- Work hard to achieve KPI's which helped excel performance
- Work on ways to improve helpdesk processes and best practices

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SEO Specialist

PANDO SEO
January 2014 to August 2015

- Create, launch and manage SEO campaigns, PPC ad campaigns, and create weekly reports. • Perform keyword analysis to find opportunities and profitable keywords.
- Improve the company's organic search results.
- Perform website audit and provide consistent on-page and technical feedback.

- Utilize basic programming technologies to improve site performance.
- Stay up-to-date with the latest search engine updates
- Optimize websites for SEO, sometimes by completely overhauling them from the ground up so we can switch to a responsive design, or by creating landing pages and content.
- Write original, powerful SEO content for blogs and websites if needed.

Education

Associates Degree in Business and Information Technology

Cuesta College

2009 to 2012 Skills

VIDEO CONFERENCING, TECHNICAL SUPPORT, WIRELESS, MAC, SEO, Help Desk, Desktop Support, Service Desk, Tech Support, Active Directory

Certifications/Licenses

Google Adwords

January 2014 to Present

Google Adwords Certification

Google Analytics

January 2014 to 2018

SQL

September 2018 to September 2018 Additional Information

KEY SKILLS
• Positive attitude • Reliable
• Active listener

• Adaptable
• Flexible
• Ability to learn
• Can-do spirit
• Proven experience in providing excellent technical support • Skills for SEO
• Great communication skills
• Multitasking
• Friendly
• Outgoing
• Ability to work under pressure
• Motivated
• Team Player
• Good work ethics
• Organizational skills

TECHNICAL SKILLS (PC & MAC)

• Configuration and support for Microsoft Windows and Office products

• Familiar with various ticketing systems

• Troubleshooting and configuration of custom and various brands of PC hardware / software

• Remote troubleshooting using Remote Desktop connections such as VNC, TeamViewer, GoToMeeting

• Detection, prevention, and removal of malware and viruses using a variety of anti-software solutions

• Troubleshooting and configuration of Microsoft, Apple, Android and including Surface Pro and iPad tablets

• Troubleshooting and configuration of various brands of network printers and copiers • Active Directory
• Video Conferencing and desktop content sharing solutions
• LAN and Wireless network configuration, security and troubleshooting

• CRM, Database and Live Person software

Quickbooks
• Leaning SQL