**John Conant**

**Technical Support Engineer**

 Tucson, AZ | 520.390.7221 | jconantn@gmail.com

Seasoned Technical Support Engineer with extensive experience streamlining operations through innovative solutions and automation. Adept at customizing systems for diverse environments, reducing installation times, and fortifying technical stability across organizations. Known for proactive transcription of critical discussions and automating processes to boost team efficiency. Complemented by a bachelor's degree in management information systems and CompTIA certifications in Security+ and A+, showcasing a commitment to continual learning and technical excellence.

**CORE EXPERTISE**

Customer Service | Communication | Cloud Services | Cybersecurity | Debugging & Maintenance Problem-Solving | Documentation | Network Configuration | Team Collaboration | Time Management |

**PROFESSIONAL EXPERIENCE**

**SYSTEMS SPECIALIST I** ▪ **Leidos (SAIC) Contract, RW Bliss AHC, Ft. Huachuca, AZ January 2013 - October 2023**

* Developed and implemented customized label files within Electronic Healthcare System, saving 1-2 minutes per daily label printing for Clinical staff, reducing errors, and expediting Clinical-to-Lab process.
* Computer field technician for the repair, troubleshooting and management of systems. Duties included installation, diagnosis, and repair of hardware/software problems for desktops, laptops, printers, and a proprietary server, to ensure computer systems were optimized, and users could work efficiently.
* Took proactive measures during conference calls by transcribing discussions and providing detailed notes to moderators and peers, leading to increased visibility as go-to person for call summaries; earned repeated praise from primary engineers, facilitating fieldwide availability of essential notes.
* Automated trouble ticket submissions with pre-filled email templates, slashing submission time by 3-5 minutes per request, boosting operational efficiency.
* Supervised and maintained VMS user accounts, ensuring timely updates and deletions, optimizing system access.
* Responded swiftly to network, power, and hardware outages, coordinating with various organizations, minimizing disruptions, and fortifying network resilience.
* Optimized installation procedures for complex EHR client programs by diligently implementing prescribed protocols, significant reducing installation time and improved user experience with a scalable deployment model.
* Managed multiple thermal label and standard printers, as well as remote portal connectivity issues for medical coders, ensuring uninterrupted printing crucial for clinical processes, maintaining operational continuity.

**SERVICE DESK TECHNICIAN** ▪ **Integrilogic February 2012 - August 2012**

* Provided comprehensive remote and on-site troubleshooting solutions for diverse technological infrastructures, ensuring uninterrupted client operations and consistent uptime of 99.9%+.
* Acquired proficiency in Connectwise and Labtech remote-management tools, sharing knowledge with team to strengthen organizational capabilities and employee performance.

**SYSTEMS SPECIALIST II** ▪ **Northrop Grumman Corp & Intervise, Inc. (SAIC Contract) January 2009 - November 2011**

* Computer systems duties included installation, diagnosis, and repair of hardware/software for desktops, laptops, printers, and a proprietary server, to ensure computer systems were optimized, and users could work efficiently.
* Innovated automated installation process for client-side software by creating and deploying DOS batch file, significantly reducing installation time, minimizing errors, and establishing cross-training tool for IT department.
* Responded quickly to network, power, and hardware outages, minimizing disruptions and downtime through effective coordination and resolution.
* Controlled user accounts for military medical systems, facilitating prompt ticket submissions and resolutions, minimizing system repair turnaround time.
* Revamped complex EHR client program installations, ensuring seamless operations on end-user PCs; improved overall system usability and stability, while expanding access to vital healthcare programs.
* Maintained printer systems and submitted firewall exception requests, fortifying network security measures and ensuring optimal printing functionalities.

**ADDITIONAL EXPERIENCE**

 **SUPPORT TECHNICIAN/SALES REP** ▪ **DakotaCom Internet Partners December 2003 – March 2008**

* Assumed role of inside sales during staffing gaps, effectively managing incoming sales calls, presenting proposals, and clarifying service details, resulting in acquisition of numerous new customers and potential referrals, contributing to business growth during transitional periods, using Salesforce.
* Briefly led small but proficient team, delivering world-class technical support for wireless ISP, managing escalations, and overseeing team operations, expediting issue resolution times and increasing client satisfaction.
* Oversaw all technical aspects, customer service, billing, and sales calls under Provisioning small-team model, streamlining processes and ensuring holistic client support.
* Diagnosed and resolved diverse connectivity issues, optimizing service delivery across various systems, increasing overall system stability.
* Conducted meticulous mapping assessments for fixed-wireless line-of-sight service areas, expanding service coverage through strategic infrastructure placements.

**SUPPORT ENGINEER** ▪ **Convergys/Keane, Inc February 1999 – December 2003**

* Conducted in-depth research and resolved escalated issues as part of Level 2 Offline Escalation Team.
* Furnished expert troubleshooting for Windows systems and applications, employing astute problem-solving skills to maintain and upgrade system reliability and performance.

**EDUCATION**

**Bachelor of Science in Management Information Systems**, University of Arizona **January 1995 - August 1998**

**PROFESSIONAL DEVELOPMENT**

**Security+ Certification**, CompTIA Expires: **September 2026**

* Wireless Network Security (WNS) | 9 Hours | September 2023
* Introduction to Investigation of Digital Assets | 4 Hours | August 2023
* Professors in Practice - Software Supply Chain Security | 1 Hour | June 2023
* Professors in Practice - Improved Detection and Response | 1 Hour | June 2023
* Cyber Dark Arts | 3 Hours | June 2023
* CyberEssentials | 1 Hour | February 2023
* Cloud Security: What Leaders Need to Know (Professors in Practice Series) | 1 Hour | February 2023
* Root Cause Analysis | 1 Hour | January 2023
* Don't Wake Up to a Ransomware Attack | 1 Hour | September 2021

**A+ Certification**, CompTIA Expires: **September 2026**

* Network Layer 1 & 2 Troubleshooting | 3 Hours | August 2023