

Kirk Hall

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Summary

Energetic IT Professional with over 12 years' experience meeting customer needs. Strong interpersonal skills and ability to troubleshoot in a fast-paced environment. Well-versed leader and creative team player with effective communication skills fit for a variety of personality types and clientele. Ultimately seeks a career that consists of assisting CEO, CTO, and CIO with projects that require critical thinking skills, technical acumen, and professional analysis.

Highlights

- Process Management and Improvement
- Master of Communication Techniques
- Consultant to Fortune 500 clientele
- Certified Employee Trainer
- POS Systems Management
- Office 365 Management
- Proficient with PC/Mac Software & Hardware
- Azure Active Directory Administration
- Microsoft Intune, MOSYLE, JAMF Mobile Device Management

Work Experience

ITSS Manager - HQ
Present

9/1/2022 –

Charter Schools USA

Fort Lauderdale, FL

- Installing and configuring computer software, systems, networks, Hardware, PC, Laptop, Apple, Digital and VoIP Desk Phones, Telecom wiring, Printers, Peripheral equipment, Wireless Access Points
- Monitoring and maintaining all computer systems and networks
- Providing technical support across the company for VP staff
- Provisioning accounts for new users
- Specific Technology Products - Ethernet and Voice/Data Cabling, Networking and TCP/IP concepts, Apple Mobile devices (iPhone/iPad), Thin client hardware, Active Directory administration/troubleshooting, Group Policy troubleshooting, Hardware imaging.
- Testing and providing training on new technology
- Participate in a high-performance team and contribute to the team's goals and objectives.
- Apply advanced comprehension of technology products and services to assist internal users. Identify and research end-user questions and problems, and provide appropriate services, repairs, training, and/or follow-up.

- Manage relationships with vendors and Managed Services providers by ensuring assigned tasks are completed accurately and on schedule.
- Interacting with other internal departments and external partners to resolve customer issues and accommodate customer requests.
- Maintaining customer relationships across all lines of business for daily operational issues and requests.

Genius

4/10/2021 – 9/1/22

Apple Inc.

Boca Raton, FL

- Solved hardware and software issues in a high-volume customer service environment.
- Empathized when technology was not working as expected and explained difficult technical problems in a way the customer understood.
- Explained where technical issues may originate from as a result of having a deep understanding of hardware and software components.
- Develop product knowledge and research required information using all available internal tools and resources.
- Maintained knowledge of current in-store and online products and services, promotions, merchandise features, inventory, policies, and procedures.

Remote Technical Specialist II

8/7/2018 -8/10/2021

Teleperformance

Fort Lauderdale, FL

- Installed, troubleshoot and optimized user desktops and laptops, including Hardware/ Software while performing install/re-install of low voltage cable as necessary.
- Provided support & troubleshoot network connectivity / network administration issues including user account maintenance, password management.
- Aided rollout of system hardware/software migration upgrades and patches
- Liaised with, and provided training and support to, end users and staff on computer operation and other issues.
- Collaborated with the Business Analyst, System and Network administrators to ensure efficient operation of the company's desktop computing environment.
- Assisted in ensuring that customer requests via the ticketing system are managed to closure.
- Performed administrative tasks as may be required by local and corporate policy.
- Managed replacement spares through RMA programs to ensure maximum hardware availability and minimum down time related to maintenance issues.

Installation Technician / Customer Support
Comcast Xfinity

1/1/2015-8/1/2019
Miami, FL

- Delivered warm, efficient service to all customers by providing clarification and support from product selection to home/business installation
- Assisted customers in understanding and troubleshooting hardware issues

Customer Care Coordinator / Manager
SP+ Corporation (FLL Airport)

5/1/2014-1/1/2016
Fort Lauderdale, FL

- Supervised staff training and daily duties of customer care team
- Analyzed and resolved written and verbal customer complaints

Warehouse Manager
The Paradise Shops

4/1/2011-6/1/2013
Fort Lauderdale, FL

- Maintained inventory through effective purchasing and delivery of products
- Demonstrated an increase in productivity through participation in educational opportunities and implementation of system improvements

Staff Coordinator
Cinemark Paradise 24

1/1/2009-3/1/2011
Fort Lauderdale, FL

- Recruited, trained, and scheduled theater employees
 - Confirmed customer satisfaction by resolving customer disputes following corporate guidelines
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Education

- Associate of Arts in Hospitality Administration
- High School Diploma

Broward College 2013
McArthur High School 2008