Michael A Rios

Sioux Falls, SD 57106

Cell# (605) 215-1301 Email: [michael.rios.photos@gmail.com](mailto:michael.rios.photos@gmail.com)



A.A.S. Network Systems Administration Deans’ List four semesters

DeVry University Online Graduation Date 06/2008



(Wide Open West) Sioux Falls, SD 06/2013 to 02/2014

Technical Support Representative

Answers incoming telephone calls and responds to customer requests regarding service issues in a timely and accurate manner. Advance troubleshooting and resolution of various internet, networking, VOIP, and telephony applications. Uses computer systems to identify, research and resolve customer issues Provides customers with an accurate and thorough diagnosis of their problem, with a focus on one call resolution. Utilize troubleshooting techniques and/or remote access to resolve customer issues. If unable to resolve, provide quotes for additional services. Maintains sense of urgency and consistently meets deadlines when responding to customer issues. Identifies and escalates priority issues; when necessary, transfers calls to the appropriate department. Accurately completes required paperwork and/or documentation associated with each customer interaction. Maintain acceptable statistical Call Center standards Troubleshoots all services; to include Video, Internet, & Telephone.

Sioux Falls, SD 09/2007 to 11/2012

Loan Sales Specialist Position acquired due to Health Bill Passage

***Team Lead/Night Work Director*** Federal Student Loans 08/2009 to 11/2009

Duties: Train flex staff members, responsible for loans from recite to completion, contact other team members and guarantors. Ensure that all workflow items are in standard before leaving for the day. Responsible for handling escalated calls, submitting help desk tickets to the IT department. Pull weekly processors statics and provide feedback. Set up one on ones with individuals who were falling behind and or further training,

Wells Fargo Sioux Falls, SD 09/2008 to 06/2010

Loan Processor 2

Wells Fargo Sioux Falls, SD 09/2007 to 09/2008

Loan Processor 1

Walmart Cedar City, UT and Willows, CA 05/2004 to 09/2006

Promoted to Support Manger

(Yearly Evaluations all Exceeds)

Provided excellence customer service, managed a crew up to 15 skilled associates. Wacky stacker and forklift Certified through Wal-Mart.

Computer support self-employed 06/2004 to 10/2005

Resolved and troubleshoot system errors involving hardware and software conflicts. Assembled and configured new systems for clients. Trained clients how to use applications and provided consultation services.

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Drafted plot plans for Michael Buller Tracy, CA. 2004

Nancy's Airport Cafe

Line Cook: Willows, CA. Under new Owner 1994 to 2004

Ensure that all tasks are completed on time and ordered produce.

Prepared Breakfast. Lunch and Dinner meals. Trained new backup cooks. Made pies from scratch.

Wrote in house guide for new employees.

Beta Tester for Stork Software 05/2000 to 07/2000

Communicated exceptional feed back to development team, conducted experiments beyond

the scope of testing. Obtained free software as pay.

Butte Community College Oroville, CA. 1992 to 1993

Deli/Cashier Assistant Student Manager: (Work Study)

Managed a staff of three, ensure all tasks were completed during the shift.



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| DeVry University | Butte College | Skills | |
| * Avaya IP Office Manager * Statistics * Opnet IT Guru (Citrix) | * Small Business Management * Management and Human Relations | | * Health Code Violations * Photoshop CS5 * Supervisory Skills |
| * Project Management | * Drafting | | * Leading |
| * Profession writing/Technical writing | * Public Speaking | | * Critical Thinking |
| * Enterprise Network Management with lab | * Calculus for Scientist and Engineers I & II | | * PC Repair and Installation |
| * Sec280- Network Security | * Engineering/Time Management | | * Virtual Collaboration |