

William Sisson

Thornton, CO

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Experienced customer service and IT professional with diverse skills in interfacing with internal and external clients, help desk troubleshooting, inventory control, and pc and mobile communications software support.

WORK EXPERIENCE

Material Handler

Burlington Coat Factory - Denver, CO - August 2013 to Present

Responsibilities

RESPONSIBILITIES: Operate hand truck to move, convey, or hoist shipments from shipping and receiving platform to storage or work area.

MATERIAL HANDLER

- Ensure that Central Line and Direct Line have all necessary supplies and clear debris from processing area.
- Clear processed garments/cartons to staging areas.
- Ensure the truck is unloaded.
- Key received Direct Shipments.
- Verify floor readiness of pre-ticketed cartons and move to floor ready staging area.

PROCESSING

- Take unprocessed garments from Line Handler.
- Check, ticket, and hang garments.
- Identify errors in garment count and ticketing.
- Handle hang sorter cartons and bring to floor staging area.

Customer Service Representative

Safeco/Liberty Mutual Insurance - Golden, CO - October 2010 to August 2011

- Assisted customers with questions on insurance policies, claims and service in call center environment.
- Routed callers to proper destination such as: Underwriting, Licensed Agents and Claims etc.
- Provided excellent customer service to Safeco customers by providing general account information and where necessary forwarding insurance verification to DMV, Rental Companies etc.
- Assisted customers with online user account issues: online user profiles, passwords/reset, rebuilding user profiles and account synchronization.

Administrative Support Assistant IV

City and County of Denver - Denver, CO - October 2006 to June 2009

- Completed administrative duties by organizing and setting up meetings; maintain filing systems; order office supplies and equipment; prepare purchase requisitions; maintain conference room's schedule.
- Processed A/R, posted payments using PeopleSoft, Access and Excel. Received A/P receipts and sent payments to appropriate party.
- Completed clerical duties including transcription of various meeting minutes, correspondence, memos and letters; issue department policy under direction of the chief building and neighborhood inspections; process various city or departmental forms; answer phones; greet visitors; copy, fax and email documents; distribute

documents and information to other departments; process mail; and scan images for electronic storage and/or distribution.

- Performed physical inventory laptops, desktops and printers. Managed inventory and maintenance on vehicle service maintenance.
- Provided excellent customer service to walk in and phone customers with community planning and building/neighborhood department issues.
- Maintained all telecommunications equipment in department, acted as liaison between department and all service companies.

Wholesale Network Support

Qwest Communications - Denver, CO - September 2004 to June 2006

Responded to inbound phone calls placed to the Support Center; and directly interact with end user customers to resolve local and network related connectivity issues.

Trouble shoot time out errors on T1 Circuits and DSO, DS1 and DS3. ATM and frame relay and other network failures.

Executed password resets on employee profile activations, web-space electronic employee personnel profiles and website user accounts resets.

Reported all hardware, software, network, copier and telephone problems tier 2 team and/or network admins for resolutions.

Analyzed and resolved moderately complex telecom hardware, software, system access, network and other technical issues.

Help Desk Specialist

IBM Global Services - Boulder, CO - June 2000 to June 2004

Point of contact for IBM employees with network and desktop issues.

Trouble shoot and diagnose hardware, software and connectivity issues for end users. Reported all hardware, software, network, copier and telephone problems.

Followed up with end users to ensure problems are resolved successfully and satisfactorily.

Gathered relevant information, provide initial problem identification and propose solutions. Track status of all ongoing issues and escalate to management as appropriate.

Provided Technical support on web-based servers and applications.

Supported Virtual Private Network (VPN) access for remote users.

Maintain detailed documentation of each service call in an online ticket tracking system; log calls into a central database and escalate when appropriate. Document and update written knowledge base policies and procedures.

Provided timely, efficient and friendly service to all end users; displayed effective customer relation skills to enhance satisfaction.

EDUCATION

STI Knowledge: Enterprise Support Solutions in Certified Help Desk Professional

STI Knowledge - Boulder, CO

2004 to 2004

Bachelor Of Arts In Nework Engineering in Computer and Network Security

University Of Washington - Seattle, WA

1994 to 1998

SKILLS

Leadership Director: Non-Profit Youth Basketball Outreach Program. Given less fortunate youth an outlet through a peaceful and encouraging environment through the game of basketball. Provided community service program inspiring youth to become positive and effective leaders in their cities and communities.

ADDITIONAL INFORMATION

Fork Lift Operation

Loading/Unloading Freight

Phone Etiquette

Floor Jack Operation

Technical Support

Computer Desk Support

Computer Proficiency

Internal/External Customer Service

Computer Skills:

Microsoft Office: Outlook, Word, Excel, Access and PowerPoint.

PeopleSoft: Accounting and Industrial. AS400 Image. Lotus Notes: IBM.

Industrial and Inventory hand held wireless devices.