

# ISAIAH MORRIS

Denver, CO 80011 | (C) 720-238-5521 | IsaiahMorris09@Gmail.com

## Professional Summary

---

I am a technically savvy information technology specialist with the capacity to quickly learn and synthesize new technologies. I enjoy building gaming PCs in my spare time for personal use and I also utilize my own home-lab to familiarize myself with many different operating systems, software and servers. I've been a technical help-desk professional with more than 11 years in customer service including 4 of those years in an IT help desk background. Additionally, I'm a creative innovator highly effective at communicating to build productive relationships with customers and colleagues. I work extremely well independently with minimal to no supervision, yet flourish in social team-based environments. I have dedicated myself to quickly adapt and learn a company's culture, its products and tools needed, to provide exceptional service while working in any position. Actively looking to increase my knowledge and skill by training for the CompTIA A+ certification which I look to obtain by August 2019. To assist in that, I am constantly referring to Professor Messer training tools and videos to stay current on the ever-changing world of tech.

## Skills

---

- Good organizational, managerial and project management skills
- Flexible and Adaptable
- Familiarity with Key Performance Indicators (KPIs)
- Strong problem-solving aptitude
- Administers corporate policies and procedures and ensures compliance with applicable laws and regulations
- Ensures quality service and effective operations
- Excellent interpersonal, verbal and written communication skills
- Outstanding attention to detail
- Ability to manage multiple tasks/projects and deadlines simultaneously
- User training/support
- Phone & Online chat support
- Software: Microsoft Office Suites (Word, Excel, Outlook, PowerPoint, Access, Server); VMware applications; Virtual Box; Salesforce; anti-virus programs, Bomgar, Go2assist, Adobe.
- Platforms: Windows (XP, 7, 8, 10), Mac OS, iOS, Android, Linux, Citrix
- Hardware: PCs, Laptops, Mobile devices, Telephony Systems, Printers, Routers, Modems
- Networking: LAN & VPN/Remote Connectivity, TCP/IP, VOIP
- Browsers: Chrome; Safari; Firefox; MS Edge; IE, Navigator; Opera
- PC Building
- Software Installation
- CompTIA A+ / Prof Messer
- Virtual Machine Environment

## Work History

---

### Gateway IT Specialist

@ U.S. Bank / Elavon - 79 Inverness Dr. E., Englewood, CO

- Network and Firewall testing / troubleshooting.
- Helpdesk support to end-users of proprietary software.
- Install new desktop systems for in-house quality assurance team.
- PC Imaging and software installation.
- Document all issues and generate reports detailing common problems and error trends using a ticketing system.
- Excellent interpersonal, verbal and written communication skills

### 07/2017 - Current

- Escalate service questions to appropriate levels for internal investigation.
- Requires an understanding of the technical aspects of personal computers, central server operations, telephony equipment, on-line mailbox transmissions, internet, and interactive commerce capabilities.
- Troubleshoots, diagnoses and provides merchants with solutions to resolve problems with service, authorization and credit card processing terminals.
- Isolates problem sources and works with the internal telephony, system operations, application development and vendors to resolve problems.

### Health Care Representative

@ Anthem - Denver, CO

### 01/2017 - 07/2017

- Assisted customers navigate their healthcare needs by explaining their health benefits, solving claim concerns, finding a doctor nearby or being their healthcare advocate.
- ICD-9 and ICD-10 Coding
- HMOs and Medicare
- Coordination of Benefits
- Quality Assurance and Auditing

- CPT and HCPCS Coding
- Medical Claims Review & Billing
- Medical Records Management
- Patient Confidentiality
- Enforced HIPAA privacy authentication

### **Help Desk / Technical Support Representative**

@ **DirectTV** - 161 Inverness Dr. W., Englewood, CO

- Help desk and ticketing experience providing software, hardware, client /server and networking technical support.
- Proven success working in high-volume, 24x7 technical call centers.
- Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues with their technical equipment.

### **04/2015 - 04/2016**

- Effective communication with both technical and nontechnical users.
- Network and Firewall testing/troubleshooting.
- Tested & trained users how to operate and fix new technology related to the home entertainment experience.
- Recognized for excellent problem de-escalating skills and patience in dealing with irate users.

### **Customer Service Representative** 07/2014 to 03/2015

@ **United Healthcare** - Centennial, CO

- Healthcare Insurance Sales and other insurance products using consultative selling techniques.
- Reviewed and analyzed suspicious and potentially fraudulent healthcare insurance claims.
- Referred unresolved customer grievances to designated departments for further investigation.

### **07/2014 - 03/2015**

- Addressed and resolved customer product complaints empathetically and professionally.
- Gathered and verified all required customer information for tracking purposes.

## **Education**

@ **East High School** - 1600 City Park Esplanade, Denver, CO 80206

**High School Diploma:** Graduated 2009

## **References**

*\*References are available upon request.*