

# HAL FEENEY

*IT Manager*

✉ halfeeney@gmail.com

☎ (123) 456-7890

📍 Houston, TX

🌐 LinkedIn

## CAREER OBJECTIVE

Collaborative, rational, and results-driven professional with 5 years of experience in IT management. From Python to agile management, my creative background aligns with the unique culture and environment of ABC Company. Seeking an opportunity to oversee a team of diligent technicians and work ticketing strategies to reduce staff's frustrations and improve efficiency.

## EDUCATION

Bachelor of Science

Computer Science

Texas A&M University

📅 2004 - 2008

📍 College Station, TX

## SKILLS

APIs

Collaboration

Python

Agile Project Management

Network Infrastructure

## WORK EXPERIENCE

### IT Manager

#### ADP

📅 2016 - current 📍 Houston, TX

- Created and reorganized SQL queries and scripts for internal troubleshooting, which decreased work tickets by 30%
- Documented all ticket resolutions, and drafted troubleshooting guides for tech team with images, descriptions, and strategies
- Prioritized communication with 25 techs to manage and maintain network infrastructure, and reduced excessive tickets by 15% by changing the hierarchical escalation process
- Analyzed diagnostic data to understand causes and correlations regarding software and network malfunctions, and presented findings to tech team and internal staff
- Hired 11 technicians, instructing techs in agile project management

### IT Support Engineer

#### Pure Storage

📅 2010 - 2016 📍 Houston, TX

- Managed work tickets, prioritizing urgent needs and communicating plans with all customers within 24 hours
- Developed blog posts and FAQ articles to address common issues that helped customers self-address 44% more issues
- Trained 8 junior techs to manage tickets and daily load with minimal instruction, communicated with customers according to company policy, and developed APIs for internal use
- Analyzed escalated tickets to identify unnecessary escalations, and coached junior techs to resolve 58% of excessive escalations

### IT Support Engineer

#### Capital One

📅 2008 - 2010 📍 Houston, TX

- Resolved 15+ network and software issues each day for first-level tickets, supporting over 100 employees
- Collaborated with tech team, escalating issues as needed via ticketing system and prompt communication
- Diagnosed and repaired malfunctions with printers, copiers, and multi-line phone systems, and conducted maintenance
- Provided technical support over the phone, email, and desktop chat, responding to all messages within 3 hours