

Aaron Rauen

Help Desk Analyst Desktop Support Agent

Phone: 9202169917
Address: 905 9th St
Menasha WI 54952
Email: rauen.aaron@gmail.com

April 21, 2017

Recruiting
Neenah Enterprises, Inc.
2121 Brooks Ave.
Neenah, WI 54956

Help Desk Analyst-Applications

Dear Recruiter,

In response to your recent advertisement for the Help Desk Analyst-Applications Job please find attached my professional resume for your consideration.

I have the following experience which is well aligned to the requirements of the role.

- Advanced Professional Troubleshooting skills both verbal and nonverbal communication
- Analytical and Forward Thinking for Decision Making and Problem Resolution

In my current role as a Technical Team Leader I have achieved and learned the following.

- Internal Help Desk Support with a positive attitude
- Decisive Decision making in critical situations
- Team Building through Coaching and Training Agents

I believe that my experience to date is well aligned to the requirements of the role you are hiring for and I am confident that I will be a valuable asset to your organization.

If you have any questions please do not hesitate to contact me. I am available for interview at your convenience and I look forward to hearing from you.

Kind Regards,

Aaron Rauen

Aaron Rauen

Help Desk Analyst Desktop Support Agent

Phone: 9202169917

Address: 905 9th St
Menasha WI 54952

Email: rauen.aaron@gmail.com

Detail-oriented IT professional with +10 years of experience in Help Desk Support and Customer Service. Adept at analyzing and solving customer problems quickly and efficiently while building rapport with diverse individuals. Seeking to bring fast, intelligent solutions to the position of Help Desk Analyst at Neenah Foundry. Have an Associate's Degree in Hardware and Software Support.

EXPERIENCE

Time Warner Cable / Charter Spectrum, Appleton WI

January 2006 - Present

Technical Support, Specialist Analyst and Lead

Tier 1 Customer Service Analyst Team - technical customer support group dealing with pc, internet connectivity and digital phone support.

Tier 3 Technical Support Specialist - advanced pc technical support for hard and software along with advanced network troubleshooting.

Tier 3 Analyst - escalated network support, market research studies with analyzing problem usage trends and patterns.

Tier 3 Leader - agent support and leading, coordinated desktop moves and repairs, help desk support with training and coaching for success.

PMR Inc., Illinois

September 2005 - December 2005

Marketing Inventory Specialist

Product Marketing and Inventory Control Specialist

Charter Communications, Fond du Lac WI

May 2004 - September 2005

Technical Support Agent

PC and Internet Support Agent

Engineered Representation Inc., Neenah WI

December 2001 - March 2003

Network Administration Intern

Network Administration - pc support, file server administration, mail server administration and pc repair.

Inside Sales and Customer Support

EDUCATION

Fox Valley Technical College, Appleton WI

December 1999 - May 2002

Associate in Applied Science

Computer Science and Information Technology - emphasis in Network Hardware, Software Support and Customer Service