

Michael Nolan Owens

Service Now | Active Directory | Remote Desktop | Customer Service | Windows 7 & 10 | DOS command | SQL Directory | VPN |

Round Rock, TX

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Authorized to work in the US for any employer

Work Experience

Technical Customer Support Representative

Brooksource / FSG Electric - Round Rock, TX

January 2017 to October 2017

Technical support role at FSG Electric. First point of contact regarding everything energy management for supported Ulta, Verizon, and Walgreens stores. Coordinated with HVAC technicians and shared information necessary to pinpoint any problems / issues with temperatures. Provided estimates for repairs and scheduled routine maintenance visits. Checked temperatures / alarms often and responded accordingly. Constantly used Remote Desktop Portal, Google Docs, PuTTY and proprietary software on a daily basis.

IT Support Specialist

Insight Global / Home Depot - Austin, TX

January 2016 to February 2017

Served on the Store Operations IT Support team for Home Depot corporate. Supported in-store software and access systems. Documented incidents often while performing live remote troubleshooting. Spoke with awesome people from far away as Canada and Guam. Some processes I worked with are Active Directory, PuTTY, Service Now, MS Office, DOS and SQL databases.

Stocker / Customer Service Representative

HEB - Bee Cave, TX

March 2013 to January 2016

Stocked product in chemicals/pet aisles while maintaining a vigilant sense of urgency. In addition to serving overnight, I worked intermittently as daytime customer service representative and dairy partner during my time with the company. I helped customers if they had questions and answered inbound grocery calls via the telecom. Transferred to Cedar Park H.E.B after about a year at the Bee Cave store. Worked at that Cedar Park H.E.B for another year and then transferred to the Round Rock store on Gattis School Road.

Customer Service Representative

Dollar General - Rockdale, TX

February 2007 to October 2008

Fun work environment. Co-workers were easy-going and easy to get along with. Store always bustling, keeps everyone working. Experience at three stores; Rockdale, Cameron, and Thorndale.

Education

Rockdale High School

HS Diploma - Rockdale, TX

2005 to 2008

Skills

Customer Service (8 years), IT Support (2 years)