

Timothy M. Collins

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EXPERIENCE

- 06/2017 – Present Technical Instructor – The Academy, Fort Lauderdale, FL 33309
- Prepping students for the MTA 366, MCSA 740-741-742, A+, Net+, MCSE 744
 - Teaching adult classes as well as summer young adult programs
 - Creating materials for instruction and classroom presentation
 - Evaluating student abilities and coaching for success
- 02/2013 - 05/2017 Supervisor – Teleperformance, North Lauderdale, FL
- Management of technical support specialists in a fast-paced environment.
 - Education and coaching of technicians for quality and accuracy
 - Provide interviews and selection of new support personnel.
 - Identifying and training of new hires for technical and customer support skills.
 - Provide support for escalated issues both internal and external.
- 02/2011 – 01/2013 Network Administrator – Accelerando, High Point, NC 27265
- Installation and repair of networks, systems, servers, and software.
 - Worked with a variety of customers with various platforms and requirements.
 - Advise and provide solutions to companies concerning their IT needs.
 - Provide support for MS Office, Email, Filtering, and AV products.
 - Provide support for Counterpoint 7 and SQL systems.
 - Supported different telephony, VOIP, phones, systems, Blackberry servers
- 01/2007 - 12/2010 IT Director - National Home Furnishings Association, High Point, NC
- Manage computer department including network, CRM, and mailroom.
 - Supervisorial experience with career planning, evaluation and review.
 - Training on Windows XP, MS Office, and other computer programs.
 - Responsible for telephony systems.
 - Create budgets and forecasting for future computer needs.

- 02/2004 – 12/2006 Double Agent – Geek Squad – Best Buy, Greensboro, NC 27407
- Provided customer service for clients in their homes or businesses.
 - Support for All Windows, Servers, Workstations, and peripherals.
 - Training for Windows, Cameras, and other computer peripherals.
 - Prepared and presented for businesses and organizations on a variety of subjects.
 - Was responsible for the education of agents and floor sales persons.
- 05/2000 – 11/2003 Customer Support Analyst – Hill-Rom, Netlinx, Cary, NC 27511
- Provided customer service support for hospital sites.
 - AIX 4.3.3 platform on RS6000 hardware with Oracle 7.1.4 support.
 - Support of Explora X-Terms and PC Workstations with Exceed Software
 - Performed nightly maintenance of AIX and Oracle DB file systems.

EDUCATION

- 05/2017- Present A+ Certification – Security + Certification
MCSE/MCSA/NET+ – Completed/Passed – Working on Certifications
- 01/2009 - 06/2009 Certification: (Spanish) Interpretation in Health and Human Services
Forsyth Technical Community College
2100 Silas Creek Parkway
Winston-Salem, NC 27103
- 07/2004 – 10/2006 Degree: Bachelors in Criminal Justice
Kaplan University
1320 S Dixie Hwy
Coral Gables, FL 33146
- 09/1999 – 07/2001 Degree: Associates in Theater
Guilford Technical Community College
601 High Point Road
Jamestown, NC 27282

SKILLS & ABILITIES

Software:Windows O/S (Various) , MS Office, Netscape, Printer/Fax Programs, MS Mail, Window & Exchange Servers (Various), Symbol, UNIX

Hardware:RS6000, X-Pads, Sun Coast, Cisco Routers, HP MPE, PC's, Modems, Laptops, Printers, Scan Guns

Languages:Spanish, ASL (Volunteer Interpreter for Clinics and Local Health Department)

Teaching:ESL Teacher State Forsyth Outreach Program, Private Tutor

Interests:Theatre, Cultures, Preservation, Reading, Volleyball, Education