

# Jeff Zander

3229 Primrose Dr, Holiday Fl. 34691  
**(727) 430-2825**

**Objective** To obtain a career that utilizes my skills and experience in a Sales, Helpdesk or Call Center environment, providing technical, hardware, and software support and/or Customer service and sales.

**Work experience** **2006 - 2007 (Current) medDispense Oldsmar, FL**

Technical Support Representative

- Technical support and customer service on company shrink wrap software and hardware.
- Repairs of defective PC's, ghosting, and Software testing.
- Shipping and receiving with UPS shipping software and call tracking with Quickbase.
- Use of PC Anywhere, Ultra VNC, RDC and other remote management software to resolve issues..
- Many other various functions where I am needed.

**2002 - 2006 Time Warner / Bright House Networks Tampa/ St Pete/ FL**

Technical Specialist Level 4

- Voip (internet phone) troubleshooting and problem resolution
- Internet helpdesk – Troubleshooting and problem resolution of pc and internet related issues
- CATV troubleshooting and problem resolution of equipment and TV issues
- Sales of all Lines of business, customer service, billing, passwords, scheduling service repairs
- Troubleshooting of Routers, Norton, McAfee, Windows, Mac, Outlook, email, Internet Explorer, TCP/IP DNS, 802.11b & g, FTP, POP3, SMTP, IMAP, HTTP, Remedy (call tracking), and more

**1999 - 2001 IBM - End Users Support Tampa, FL**

Technical Support Representative

- Technical support to Fortune 500 clients with pc hardware/software and communication issues
- Shrink Wrap Software Support, 1st and 2nd Level Customer Support, Remedy (call tracking)
- Norton Anti-Virus, Lotus Notes, Outlook, Microsoft, Internet Explorer, and AT&T Support
- Use of PC Anywhere, Timbuktu, and NT Dameware to remotely resolve issues

**1998 - 1999 Securitylink from Ameritech Palm Harbor, FL**

Lead Dispatcher / Customer Service & Support

- Supervise employees
- Obtained Alarm Systems Agent Certificate
- Troubleshooting & repair of software and hardware issues and technical support to customers
- Alarm monitoring and dispatching of alarms and service calls

**Skills**

Win 95/98/ME/2000/XP

Office 95/97/2000/XP

PC hardware / software installation / upgrading / Troubleshooting / Repair / Building

Internet / Networking / web page design and building

Excellent Customer Service skills, oral and written communication skills

Excellent analytical and problem-solving skills

TCP/IP, FTP, SNMP, POP3, SMTP, HTTP, DNS, 802.11b & g, Tracert, Ping, Whois, nslookup

**Education**

**1999 - 2000 Webster College Holiday, FL**

Associate of Science Degree with emphasis on A+ and Networking

Dell Hardware Certification

Microsoft Certification