



## Seweryn Onterby

14 Thomson Street, Tewksbury, MA 01876  
Email: seweryn@hotmail.com  
Cell: (978) 694-6255 | Telephone: (978) 665-9876

### IT SUPPORT ENGINEER ~ ESCALATED IT SUPPORT SPECIALIST

#### Microsoft Certified Professional

**E**xperienced IT support specialist and team leader, expert in reversing inefficiencies, elevating team accountability, and instituting formal processes that ensure on-demand services to customers flow effectively across a help desk and IT support operation. Acknowledged for capacity to unite teams in a spirit of consensus, build internal and external relationships, and establish the ground-rules for optimum performances. Leadership has been cited for improving team morale, rapidly resolving customer-support errors, and spearheading the type of solutions crucial for maintaining quality, mitigating risk and sustaining business reputations. Reputed for exercising initiative, accepting challenges and analyzing alternatives to overcome obstacles.

#### Value Offered

- Systems Analysis
- Window XP, 2000, Server 2003, Vista Installations/Configurations
- System Performance Optimization
- Data Backups
- Productivity Improvements
- IT Support (2nd/3rd Tier)
- Resource Allocations
- Network Troubleshooting, Maintenance, Configurations, Safety and Quality Procedures
- Software Support
- Server Design/Solutions
- Process Reengineering
- Hardware Troubleshooting and Repairs
- System Security
- Team Training and Performance Evaluations
- User Guides/Documentation
- Enterprise Technologies
- Risk Mitigation

#### Certifications | Training | Education

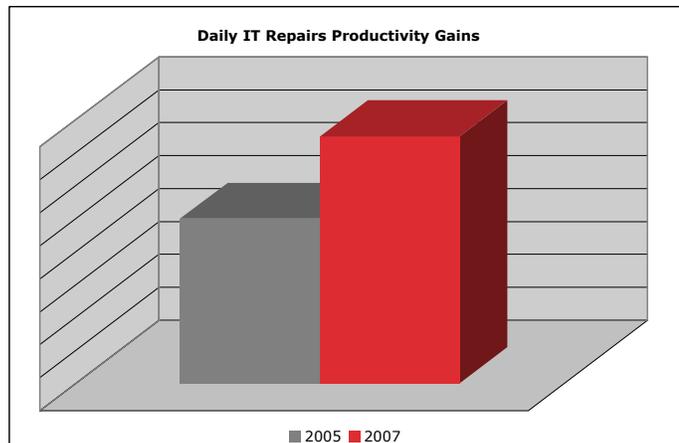
**Microsoft Certified Professional**, Computer Institute of Harrisburg, PA (2007)

**Advanced Diploma in Computer Systems Engineering**, South University, Harrisburg, PA (2005)

**Diploma in Computer and Information Science**, South University, Harrisburg, PA (2002)

#### Benchmarks and Milestones

- Drove 66% gain in technician productivity for completing repairs, via a directive for sales representatives to seek information through formal channels and reduce ad hoc requests.
- Delivered 20% increase in new system building through reorganized work areas.
- Committed to provide customers with 48-hour support turnaround for issues experienced in the first month of delivery.



## □ Employment Narrative

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CENTRE COM SUNSHINE

9/2005–Present

### IT Support Technician (2nd/3<sup>rd</sup> Tier Support)/Team Leader

**Gained distinction as a troubleshooter of merit, handling escalated customer support requests that eluded first tier support operators. Quickly mastered the challenges of a service and technical support role despite no previous experience. Within 12 months won promotion to team leadership role.**

Secured reputation for rapid, workable solutions and strategic thinking that overcame a diversity of issues experienced by users of desktop computers, notebooks, Windows platforms, LANS, and servers.

- **Best Practice Modeling:** Transformed a chaotic work environment struggling to maintain workflows and deadlines into a model of best practice. From lack of bench space and documentation and insufficient workspace for three computer technicians, the department now boasts full documentation and record keeping, formal reports, and clear workspaces capable of accommodating up to six technicians.
- **Productivity Improvements:** Drove 66% gain in technician productivity for completing repairs and a 20% increase in new system building through reorganized work areas and a directive for sales representatives to seek information through proper channels.
- **Process Reengineering:** Revamped repair request forms to assist technicians in better analyzing and diagnosing repair options. New forms allow technicians to review past repair works and detail examples of problems experienced for replicating issues and sourcing solutions.
- **Quality Assurance:** Vastly reduced the number of return items and volumes of technical support complaints following rollout of a new quality procedure. Today each system is tested three times to ensure hard drives, memory and burning within Windows is completed prior to distribution.
- **Deadline Compliance:** Presided over the mass production of pre-built branded systems personalized with customer's choice of five operating systems. Consistently achieved weekly deadlines for producing computers and providing post-purchase customer education.
- **Enriched Communications:** Steered communication strategy designed to improve interdepartmental miscommunications. Meetings provided the necessary dialogue between technical, sales and warranty departments to resolve long-term issues.
- **Mentorship and Training:** Improved the knowledge base of all technical support staff, by reinforcing the importance of end-of-day meetings to brainstorm solutions or seek information on complex issues. Monitor performances daily to ensure compliance with procedures.

#### □ Company:

Local computer retail chain with nine outlets and employing 100 staff.

#### □ Clients:

Small-to-medium sized businesses, SOHO, and home users.

#### □ Summary:

Customer support, hardware/software troubleshooting and solutions development, reporting, operating system administration, team training, network permissions, hardware and software installations.

## □ Prior Engagements

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- YOUNG SANG, Footscray (12/2003–11/2004). **Forklift Driver/Stock Picker**
- ACTION JAMES GROUP, Altona (1/2003–11/2003). **Stock Picker**

## □ Technology Snapshot

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Microsoft Operating Systems 2000, Server 2003, XP, Vista | Software Development: C / C++, Java  
Hardware Devices and Drivers | Network Protocols and Services | Drive Mapping and Permission Setting | Cisco Routed and Switched Networks



## Who would have thought?

Who would have thought that the dry, “geeky” world of IT could be transformed in such a way? Clearly it is possible to have “fun” with an IT résumé—when, as in this case, it is for the right person.

Seweryn is ambitious, young and a “millennial” in the true sense of the world. She is outgoing, team oriented, enjoys “pats on the back”. These “strokes” from management are well deserved as she works hard to build a profile. Strongly believing that she can rise quickly to management ranks, Seweryn’s brief was to represent her the way she was: a team leader, a person who was always thinking of ways to improve, build an empire, boost her personal profile and get seen.

I knew immediately this would be fun!

The challenge was on!

*The strategy:*

I needed a format that was bold, young, but still relatively conservative.

I had to create something that most people reviewing IT resumes were not used to seeing.

I had to transform what was essentially a fix/repair and service role into an impressive leadership engagement that showcased the way Seweryn was able to link the key drivers of business to excellence in service delivery and the aims of the IT department.

*Results:*

- Used a format that was bold, with an easy-to-read font that met the brand of “today”.
- Reinforced the leadership aspect of the Seweryn’s experience by linking achievements in IT with the key drivers in business. This was highlighted by creating an eye-catching graph on page one that illustrated the way Seweryn drove productivity gains in her workplace. This graph is the key to drawing the reader’s eye and understanding that Seweryn is a person with leadership ambitions.
- The power statement under the banner heading focuses heavily on leadership roles by describing expertise in boosting efficiencies, improving team performances, and elevating morale.
- The “Value Offered” area on the front page is “straight IT”. I was not about to compromise Seweryn by being too “out there” so that an IT manager or recruiter was unable to see the value.
- Page 2 commences with a power statement that is bold and compels the reader to read more. Each bullet point reinforces an achievement and keywords at the beginning of each paragraph link to a key business driver.
- I ended the résumé on a traditional IT “high” by listing IT knowledge and experience as a final reinforcement of expertise.

