

Zachary Thuemmel

Support Specialist

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SUMMARY

Driven Support Specialist with 5+ years of experience working in a call center environment. Obtained an average call resolution rating of 82%, while taking an average of 19% of all incoming calls through 2019 and 2020. Seeking to leverage computer skills to help solve client issues and solve inefficiencies in current software implementations.

SKILLS

Gnu/Linux
Python
Asterisk PBX

Nginx
MariaDB
Windows OS

One Call Resolution Mindset
Problem-Solving
Attention to Detail

WORK EXPERIENCE

Support Technician
Genius Solutions, Warren MI

October 2016 - Present

Key Responsibilities

- Take incoming phone calls.
- Assist clients with various software and hardware issues.
- Maintenance of the internal phone system.
- Document and test upcoming software releases.

Key Accomplishments

- Wrote and supported two different automatic appointment reminder call systems.
- Took charge of many software changes and how to implement them.
- Helped convert office to full time work from home environment.
- Maintained a call resolution average of 82% and took 19% of incoming support calls through 2019 and 2020.

PERSONAL ACCOMPLISHMENTS

- Wrote and contributed to the ArchWiki regarding Systemd-Boot (XBOOTLDR)
- Maintain personal website using Wordpress
- Maintain personal homelab, currently working on virtualized pfsense router.

ACCOLADES

- **Employee of the Month** - April 2020
Awarded for help in switching to a work from home solution
- **Certificate of Outstanding Employee** - 2021
Genius Solutions
- **1st place Digital Cinema** - 2015
Awarded by SkillsUSA for film while attending Utica Center for Science and Industry
- **Perfect Attendance** - 2017
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