

Cody Cook
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PROFESSIONAL SUMMARY:

- Reliable, resourceful IT/Support Professional with more than twelve years call center experience and fifteen years technical background supporting various hardware, software and networking solutions.
- Demonstrate business acumen with ability to quickly and accurately assess technical challenges and transform creative ideas into workable solutions.
- Exceptional ability to research, analyze and translate complex technical information to end-users at all levels.
- Productive contributor to team efforts; successfully deliver multiple concurrent projects under the tightest deadlines.
- Detailed project manager with cross-functional experience to launch products, services, and solutions.

EDUCATION AND PROFESSIONAL CERTIFICATIONS:

University of Idaho: Computer Science, Spanish - 2006-2007
Amateur Ham Radio License (KK6KVP/AG) General License 2014-2024
Ixia IxNetwork Specialist Certified (2016)

TECHNICAL SKILLS AND KNOWLEDGE:

OS Platforms: Windows (XP-current), Windows Server (2013-current), macOS, Linux, Android, iOS

Services/Tools: Salesforce Knowledge, Salesforce Service Cloud, Jira, Confluence

Networking: L2/L3 networking, VLAN, IP (TCP/UDP), DNS, DHCP, VPN, FTP, Telnet, SSH, Reverse tunnels, 802.11, Wireless Access Points, Wireless Controllers, Wireless Managers, Network Security Firewalls, Content Filtering, VoIP, Conferencing tools

Software: Microsoft Office, Antivirus, Adobe Photoshop, Adobe Dreamweaver, Adobe XD, Wireshark, PuTTY

Hardware: PC workstations, laptops, conferencing hardware, mobile devices, printers, IP desk phones, switches, firewalls, network attached storage, storage area network, access points, wireless controllers and management systems, IP cameras

PROFESSIONAL EXPERIENCE:

NETGEAR

04/2021 - Present

Senior Staff Technical Support Engineer

Create new product and software training documentation and presentation. Provide onsite/remote new hire and product refresher training courses to multinational call centers. Define company and department policy documents to meet global support requirements. Contribute to the support knowledgebase by creating, maintaining, and archiving technical articles. Interact directly with all levels of R&D and Marketing. Provide analysis, data, and insight to executive teams. Supervisor relationships between contractors and the business. Innovate and update processes and procedures relating to customer web portals.

NETGEAR

04/2016 – 04/2021

Staff Technical Support Engineer

Create new product and software training documentation and presentation. Provide onsite/remote new hire and product refresher training courses to multinational call centers. Define company and department policy documents to meet global support requirements. Contribute to the support knowledgebase by creating, maintaining, and archiving technical articles. Interact directly with all levels of R&D and Marketing. Provide analysis, data, and insight that is shared directly with CEO.

NETGEAR

04/2013 – 04/2016

Senior Technical Support Engineer

Create new product and software training documentation and presentation. Provide onsite/remote new hire and product refresher training courses to multinational call centers. Define company and department policy documents to meet global support requirements. Contribute to the support knowledgebase by creating, maintaining, and archiving technical articles. Interact directly with all levels of R&D and Marketing. Provide analysis, data, and insight that is shared directly with CEO.

NETGEAR

04/2013 – 04/2014

Technical Support Engineer

Provide advanced technical support and customer service for employees, customers, partners, and resellers of NETGEAR supporting a vast product portfolio and large range of services. Products supported include, but not limited to, firewalls, layer 2 and layer 3 switches, threat management systems, wireless access points, wireless controllers, wireless managers, network attached storage, storage area network, web server, and Linux based solutions. Operate as a Level 3 Technical Support Engineer. Case and issue/bug handling between developers, quality assurance and lower levels of support.

CSSCorp – NETGEAR
SME, Senior Support Engineer

02/2012 – 04/2013

Provide technical support and customer service for customers and resellers of NETGEAR supporting a wide range of products and services. Products supported include, but not limited to, firewalls, layer 2 and layer 3 switches, threat management systems, network attached storage, storage area network, and Linux. Main point of contact for team with greater than ten agents for technical support and customer service related issues that may arise. Provide training to new hires and for those individuals who require more training.

ExtendHealth

Seasonally

Seasonal Licensed Benefit Advisor, Trainer

Licensed to sell health insurance. Plan, discuss, and sell Medicare-eligible retirees health insurance plans. Explain health reimbursement results. Explain aspects of Medicare coverages such as Parts A, B, C, D, and Gap plans. Review medications and ensure coverage. Find doctors that support offered plans. Register and sell insurance from a variety of large name insurance carriers like Blue Cross Blue Shield, Humana, AARP, United Healthcare, across many states in the US.

RedGear

11/2009 – 04/2010

Tier 1 Technical Support Representative

Provide technical and tax related support to over 10,000 national users of software made in-house. Become familiar with complex tax laws, stipulations, credits, and various regulatory issues.

- Provide ultimate safety and security when dealing with private account information: SSN, EIN, customer account management.
- Support several different tax applications: TaxWorks, 1040Works, TRX Alliance, CRX, iTax, Tax One, H&R Block.

Unisys – Capital One & Microsoft

06/2007 – 08/2009

Team Resource, Technical Support Representative

Provide network administration to a resort campus style network of copper and fiber, including a MS Windows Active Directory domain running on 2003 and 2008 servers, support thousands of XP, Vista, 7 workstations, internet connections and Unified Communications phone systems. Support numerous software applications, such as a Microsoft Office, UC Telephony, and Microsoft Windows OS.

Key Accomplishments:

- Work with over 40 different applications in support and password reset for Capital One and many new, beta, upcoming software and network applications for Microsoft.
- Receiving outstanding positive comments from customers, team members, as well as exceptional feedback from senior management.
- Provide employees with tools to maintain and increase service levels to both internal and external customers. Gather, analyze, and report daily issues for two separate queues.
- Went from training out to phones doing password reset for applications, quickly following that moved over to technical support. Days after becoming a technical support agent, I moved from contractor to permanent employee, and was quickly escalated to a team resource where responsibilities grew. In January, transferred from Capital One to the Microsoft queue and was in training for Office suite, networking training, beta applications and operating system support.
- One of the starting agents to go into a high-profile beta team supporting unreleased beta products that needed extensive documentation and needed to be kept quiet.