

**Cody Cook**  
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**408-634-2295**

**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  
Southern New Hampshire University: Computer Science, Project Management – 2022 - current  
Amateur Ham Radio License (KK6KVP/AG) General License 2014-2024  
Ixia IxNetwork Specialist Certified (2016)

**TECHNICAL SKILLS AND KNOWLEDGE:**

**OS Platforms:** Windows, Windows Server, macOS, Linux, Android, iOS

**Services/Tools:** *DeepConverse Chatbot*, Salesforce Knowledge, Salesforce Service Cloud, Salesforce Einstein, Jira, Confluence

**Networking:** L2/L3 networking, VLAN, IP (TCP/UDP), DNS, DHCP, VPN, FTP, Telnet, QoS, SSH, Packet capture, 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**

Work on customer-facing chatbot. Project manage website changes. Define company and department policy documents to meet global support requirements. Contribute to the support knowledgebase by creating, supporting, and archiving technical articles. Interact directly with all levels of R&D, Marketing, IT. Supply analysis, data, and insight to executive teams. Supervise relationships between contractors and the business. Innovate and update processes and procedures relating to support portals.

**NETGEAR**

**04/2016 – 04/2021**

**Staff Technical Support Engineer**

Create new product and software training documentation and presentation. Supply 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, supporting, 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. Supply 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, supporting, 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**

Supply advanced technical support and customer service for employees, customers, partners, and resellers of NETGEAR supporting a vast product portfolio and broad 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. Supply training to new hires and for those individuals who require more training.

**ExtendHealth**

**Seasonally 2010 -2012**

**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 large name insurance carriers like Blue Cross Blue Shield, Humana, AARP, United Healthcare, across 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 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, software, and account administration to resort campus-style network of copper and fiber, including Active Directory domains running Server 2003 and Server 2008, supporting thousands of XP, Vista, and 7 workstations, internet connections and Unified Communications (UC) phone systems, Microsoft Office, and Microsoft Windows OS.

***Key Accomplishments:***

- Work with startups and businesses to create innovative customer-facing solutions and tools.
- International trips to supply advanced technical training across various networking mediums.
- Receiving positive comments from customers, team members, and exceptional feedback from senior management.
- Providing cross functional teams with tools to increase service levels and efficiency with internal and external customers.
- Learning automation to automate, simplify, and accelerate delivering reports by deadlines.