

Dylan Doss

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SUMMARY

I'm seeking work as a Technical Support Analyst, or Help Desk Technician. Currently, I'm working on IT certifications starting with CompTIA A+. Please consider my background if you have a moment:

Near 5 years of experience in an Technical IT Support/Help Desk role, my software support background started, in Sep 2019, with supporting Doctors, Nurses, & Healthcare Professionals w/ a vast range of cloud-based clinical applications (Cerner Millennium and non-millennium) at Cerner (Oracle) based in Kansas City, Mo. This included Active Directory management, application software troubleshooting, common hardware troubleshooting, triaging requests, high level documentation, and paging next tier teams afterhours/weekends if necessary. After 1 year at Cerner, I earned federal alignment to support VA and DOD end users. I then moved to STL, MO for personal reasons. Most recently, with Mitchell Humphrey & Co, I supported our clients with customizable software applications and common hardware challenges they faced including Financial Management and Construction Management software. Working for MH&CO offered me basic understanding to SSMS (SQL Server Management Studio).

EXPERIENCE

Technical Support Analyst, Mitchell Humphrey & Co, October 2021-February 2024
St Louis, MO

- Provided technical assistance to resolve customer inquiries and problems related to software, hardware, and network issues.
- Consulted via telephone to understand user problems, run through testing scripts and ask probing questions to locate root causes.
- Served as first point of contact for incoming technical service calls and emails.
- Critical assessment; Knack for breaking down and simplifying technical concepts.
- Monitored service orders to completion and closed service tickets.
- Maintained up-to-date case documentation for future reference.

Solution Analyst, Cerner Corporation, September 2019-October 2021
Kansas City, MO

- Upheld exceptional customer satisfaction based on all client surveys I received.
- Earned federal alignment to support VA and DoD EHR users and projects.
- Troubleshooting: Cerner Millennium and non-millennium applications, including AD provisioning to resolve user authentication and authorization issues.
- Extensive account provisioning knowledge (HNAuser.exe, position and password changes, user groups, organization level, aliasing, Account Deactivation/reactivation, keychains).
- Adaptability working with multiple shadowing device tools (GoToAssist, TeamViewer, & Bomgar).
- Knowledge contact for Citrix server, and session maintenance (cleanup tool utilities, bounce Citrix sessions) helping users who're unable to launch, login, or startup applications.

Marketing Communications Associate, GT Global Group Inc, November 2018-August 2019
Kansas City, MO

- Started as intern (while completing Bachelor's degree) to produce eye capturing print ads, increasing the company's social media branding and connecting all platforms.
- Marketed vast range of products and closed sales daily; trained new associates.
- Developed and sustained long-lasting relationships with customers.

Store Clerk, QuikTrip, July 2015-December 2016
Kansas City, MO

- Operate cash registers to process payments for merchandise and services.
- Stock shelves with products, ensuring that all items are properly labeled, positioned, and priced.
- Greet customers in a friendly and professional manner, providing excellent customer service.

SKILLS

- Interpersonal and Intrapersonal
- Microsoft Office 365 (Word, Excel, Powerpoint, Outlook, OneDrive, OneNote, Teams)
- Technical troubleshooting (Software and Hardware)
- Ticketing Systems
- Communication
- Windows OS
- Remote Support
- IT Security Awareness
- Adaptability
- Customer Service

EDUCATION

Bachelor of Arts

Communication W/ Advertising and Public Relations, Avila University, Kansas City Missouri December 2018

GPA: 3.13, Dean's List Honors, and Student-Athlete. Relevant Coursework: Software Design, Digital Advertising Campaign, Integrated Brand Communications, and Strategic Presentations.