

J. Bryce Stockton

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OBJECTIVE:

To secure a position in a technology oriented organization that seeks an ambitious and career conscious person, where I can use my skills and education to contribute through growth and advancement.

PERSONAL SKILLS:

- * Excellent written and verbal communication skills
 - * Ability to adapt quickly to change
 - * Talent in customer service skills
 - * Excellent leadership skills
 - * Skilled in troubleshooting end-user related issues
 - * Strong computer and application skills
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PROFESSIONAL SKILLS:

Technical:

Experienced Technical Writer including Specs, Project Planer, FAQ, and KBs. -- Web and Graphic Designer -- Strong skills building and configuring PC systems, modifying system software and hardware to specification. -- Experienced troubleshooter, resolving complex issues with applications: CDMA, GPRS, wireless, video/sound cards, printers, memory conflicts, hardware issues, networking and security, and most major and minor end-user related issues in high demand, fast paced environments. -- Experienced in Call Center environments, Outbound/Inbound Customer Service, Phone/Calling Queue Systems, Report Server, Client Database, Call Monitoring, Call Ticketing Systems and Call Center Protocols.

Applications:

Proficient with most OS and Business/Web applications including: Office 2007, Microsoft Word, Access, Excel, PowerPoint, command line, DOS, Windows 3.11, '95, '98, 2000, NT, XP, Vista, Windows 7 and Macintosh OS, Adobe Suite, Photoshop, Image Ready, Dreamweaver MX, Fireworks, Flash, Visual Web Dev, Product Studio, SharePoint, InfoPath, SQL, Maya, Sound Forge, Final Cut Pro, Microsoft Project, FrontPage, Windows Live Mail desktop, Public and Private Newsgroups.

Experience with:

HTML, DHTML, XML, Java/JS, SharePoint, InfoPath, SQL, Online/Internet interfaces, CNI, Visual Studio, Connect, Ideas, Codecs, Plugins, DirectX, Scanning software, FTP, Telnet, ModemNet, Linux, Unix, Check Printing/Disbursement and tracking systems, Windows Networks and OS, Remote Desktop, Desktop Sharing, GotoAssist, Netace, Vision, ACSS, Nortel and Rockwell Phone/Call Queuing Systems.

EMPLOYMENT HISTORY:

1/09 - 7/10

Tier 3 Technical/Customer Service and Escalation Support - RealNetworks/CSS: Seattle, WA

- QA Mentor for Seattle, Utah, Philippines and India.
- Provided technical assistance, mentoring, and escalation handling across multi-product, multi-vendor, outsourced support organization as well as weekly trending reports and resolutions.
- Troubleshoot Product Escalations via email, remote desktop and phone support.

4/08 - 1/09

Tier 1 & 2 Technical/Customer Service Representative - RealNetworks /VMC: Redmond, WA

- Selected QA Mentor, Highest QA Average
- Troubleshoot Real Products including Rhapsody, RealPlayer and RealArcade.
- Helped the call center pass QA requirements.
- Routinely chosen for special projects and additional responsibilities.

1/07 – 4/08

Driver - Manpower: Bellevue, WA

- Drove for RIM, Verizon, Sprint, Qualcomm and FLO-TV cellular service testing.
- Drove the Shuttle for Wyndham Vacation Ownership.

3/06 - 1/07

T-Mobile Tier 3 Data Technician - WDS Global: Kirkland, WA

- Troubleshoot and fully documented data connectivity on any GSM/GPRS enabled device.

10/05 - 3/06

Security - Kenmore Lanes Casino: Kenmore, WA

- Checked IDs at door for valid access to Casino and patrol property for underage drinking.

5/99 – Present

Sole Proprietor - Stockton Office Services: Everett, WA

- Provided Web-Ready Digital Photography geared towards the Real Estate Agent.
- Created marketing materials including flyers, postcards and homebooks.
- Maintained bookkeeping, telephone sales and follow-up.

For References, Awards, Letter of Recommendation, etc.: <http://www.stocktonofficeservices.com/resume>