

Patrick Scott McFarland

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RELEVANT EXPERIENCE:

Rand Corporation

Remote Support Specialist III
October 2017 - Present

- Be the first point of contact for customers.
- Log all incoming requests into the ticketing system and be responsible for follow-ups.
- Diagnose and solve a broad range of complex end-user computer problems over the telephone.
- Take ownership of assigned cases and ensure that the computing problems are resolved to the end-user's satisfaction.
- Actively participate in follow-up and quality assurance activities.
- Maintain centralized documentation of policies and procedures.
- Appropriately triage requests that the specialist cannot solve.

Continuum Managed Services

Help Desk Analyst
December 2016 – June 2017

- Answered inbound calls from a wide variety of small and medium businesses
- Provided a consistent White-labeled service for the MSP partners
- Remotely assisted clients with issues
- Updated documentation for client sites and internal use
- Made follow up outbound calls to clients to verify issue resolution or gather more information
- Handled phones, chats, and emails to best assist customers in methods most convenient

American Eagle - Warrendale, PA

Tech Support Analyst - Level 2
August 2011 - December 2016

- Volunteered for development and maintenance of in house cmd line tools
- Admin for our internal Sharepoint knowledge-base
- Answered calls from over 2000 stores both national, international and remotely
- Provided support to users in the corporate headquarters
- Constant collaboration with other teams to find solutions to vendors problems
- Led a program to install and maintain ShopKick equipment in stores
- Re-designed training program and was a primary trainer for new analysts

Rue21 - Warrendale, PA

IT Helpdesk Intern
June 2011 – August 2011

- Answered calls from over 700 stores, remotely supporting them
- Provided support to users in the corporate headquarters
- Provided support to over 80 district managers in the field
- Imaged and set up workstations for new hires, replacements and upgrades
- Constant collaboration with other teams to find solutions to users problems

Allegheny Answering Service - Pittsburgh, PA

Operator

February 2011-August 2011

- Answered phones for thousands of clients across the continent
- Assisted customers with problems after hours
- Managed a high volume of calls

EDUCATION

La Roche College, Pittsburgh, PA

Bachelor of Science in Information Technology

Rochester Institute of Technology, Rochester, NY

Bachelor of Science in Computer Science

Continued education in computer and network security via online resources

Podcasts including Steve Gibson's Security Now, Risky Business

Online blogs such as Krebs on Security

Frequent resources for projects such as XDA developers and Stack Exchange

SKILLS

- Windows (95, 98 ME, NT, 2000 XP, Vista, 7, 8, 10)
- Unix, Fedora, CentOS, Ubuntu, MAC OSX, Windows Server (2003, 2008, 2012, 2016)
- Languages (Java, Html, Batch scripting, C++, BASH, CSS, Javascript, Powershell)
- Microsoft Office (95, 97, 2000, XP, 2003, 2007, 2010, 2013, 2016, 365)
- Programs (Active Directory, Adobe Creative Suite, Sharepoint)

CERTIFICATION

Mac Integration Basics 10.11