



JUSTIN KNAPP

SUMMARY STATEMENT

Enthusiastic and driven IT support professional seeking to benefit a company, with complex technical knowledge and strong time management skills. I am skilled at building rapport with diverse individuals, while handling complex technical issues with extreme attention to detail. I also possess a vast knowledge of web applications, software, and framework.

SKILLS

GENERAL

- Hardware Configurations
- Technical Troubleshooting
- Excels under pressure
- Software Installs
- Problem Diagnosis
- Database Management
- Phone & Online Support
- Excellent problem solving skills
- User Training/Support
- Project Management
- Excellent listening skills

TECHNICAL

- TCP/IP, DHCP, DNS, SMTP, SNMP, Ethernet and Firewall Knowledge
- Microsoft Office suite
- Google Earth Pro
- Windows Desktop and Server environments
- MacOS and Linux environments
- Inventory management software
- Ticket tracking software
- Virtual Private Branch Exchange (PBX) systems and VoIP/SIP knowledge
- Network security cameras and NVR (installation and configuration)

WORK EXPERIENCE

HELP DESK MANAGER

Rapid Systems Inc., Tampa, FL / January 2020-Present

- Developed policy adjustments with executive management to better facilitate quality assurance.
- Elevated educational processes by reducing verbose documentation to easy-to-read guides.
- Conducted analysis of calls and tickets processed to ensure methods of operation are sustainable.
- Personally dispatched myself to assist with issues related to field equipment on tower side infrastructure locations due to inclement weather, when the company suffered heavy losses.
- Personally continued to uphold high quality service and maintain SLA's by dispatching to customer locations to perform install/troubleshoot/removal services.
- Distributed information pertaining to job performance to individuals, and worked with them directly to restructure

understanding of company expectations.

- Contacted, interviewed, hired, and onboarded individuals who align with the needs of the department and company at the time.
- Worked one-on-one with individuals to provide training and workflows related to their job duties, and ensure maximum retention by performing it alongside them.
- Provided hands-on guidance with enhancing methods of troubleshooting by working with individuals to show them different points of view to the situation at hand.

ASSISTANT HELP DESK MANAGER

Rapid Systems Inc., Tampa, FL / January 2019-January 2020

- Worked directly with helpdesk manager to ensure tickets are promptly responded to.
- Provided training to new hires.
- Facilitated access to all components of infrastructure by creating and using encrypted password banks.
- Expedited troubleshooting processes via development of Remote Desktop Manager files to provide quick access to internal and external components.
- Coordinated visual infrastructure map redevelopment projects in line with management requests.

SPECIAL PROJECTS MANAGER

Rapid Systems Inc., Tampa, FL / July 2015-January 2019

- Assigned specific tasks directly from CFO and CEO to accomplish.
- Continually maintained our company cellphone account, coordinated repairs and replacements, and informed executive's of any anomalies.
- Continually maintained and troubleshot all VoIP PBX systems and client equipment.
- Worked with clients and technicians individually to ensure rapid restoration of service.
- Dispatched myself at times to ensure client satisfaction with service.
- Created tertiary backup virtual and physical hard disk's for emergency purposes.
- Oversaw help desk operations with the Help Desk Manager to ensure process is followed.
- Acted as a liaison to all departments for any questions or issues, from workstation troubleshooting, to process understanding or client/employee mediation.
- Worked with all departments to ensure our overall SLA is met.

SCHEDULING COORDINATOR

Rapid Systems Inc., Tampa, FL / July 2014-July 2015

- Communicated with all field technicians on scheduling/rescheduling of commercial and residential clients.
- Utilized exchange and Microsoft Outlook to visualize and distribute meeting times and infrastructure repairs.
- Developed techniques to implement firm separation of departments on one calendar so as to ease confusion, while maintaining ease of use.
- Contacted clients individually via phone to confirm/update appointment arrangements.
- Developed a long-term process for streamlining the dispatching of all clients. Distributed process and trained employees when department dissolved into help desk.

HELP DESK ASSOCIATE

Rapid Systems Inc., Tampa, FL / July 2013-July 2015

- Six years of help desk experience providing software, hardware, client/server and networking technical support.
- Partnered with Tier I and Tier II help desk and assisted in maintaining the network infrastructure and auditing client equipment and account information.
- Performed maintenance on recovered equipment to be redistributed into the field.
- Provided detailed descriptions of issues in trouble ticket system and followed up diligently to ensure swift resolutions.

- Proven success working in high-volume, 24x7 technical call centers. Demonstrated strengths in rapidly diagnosing, troubleshooting and resolving client issues.
- Known for excellent problem-solving skills and patience in dealing with frustrated users.
- Diagnosed, troubleshot and resolved a range of software, hardware and connectivity issues. Excelled in asking probing questions and researching, analyzing and rectifying problems.
- Assisted field technicians when installing and maintaining everything from critical infrastructure to client equipment.
- Assisted in managing the company database by verifying, editing and modifying customer information as needed.
- Developed an internal manual detailing proper processes adopted by management for reference by all employees.

EDUCATION

HIGH SCHOOL DIPLOMA

East Bay High School, Gibsonton, FL / July 2013

CERTIFICATIONS

CBRS Certified Professional Installer

Coursera (Google)

March 14, 2025

<https://coursera.org/verify/HU3VP9VGBT6L>

Axis Certified Professional

March 21, 2024

Serial Number: 473899395

REFERENCES

References are available upon request