

Seth E. Gallmeyer

Objective I am currently looking to contribute my skills in a technical troubleshooting, web development, telephone representation, or marketing campaign position.

Technical Highlights My skills include, but are not limited to: computer related troubleshooting and repairs, Linux and Windows dexterity, various computer animation software, superb telephone sales and company representation, tailored customer service, capability to quickly adapt in new environments and assume position responsibilities. I have spent five years building and maintaining computers for personal and business use, and six years working in customer service environments. I design graphics and HTML for the web including the Flash introduction at www.uexpress.biz. I maintain a Linux web server at www.pelathe.org. I maintain server side software for on-line stores such as www.LPStuff.com.

Experience *Current* **Adecco Temp - (Hill's Pet Nutrition)** Topeka, KS

Help Desk

- Troubleshoot all end user computing issues and resolve when possible. (i.e. network connectivity, remote networking, network printing, operating system, lotus notes configuration or database issues, general software inquires, policy inquiries, forwarded hardware and software orders for procurement, reset network passwords.)
- Describe problems precisely in trouble tickets.
- Verify customer locations and contact data as accurate.
- Accurately forward tickets to correct IT group.
- Respond to customer emails and self-service tickets.
- Send forms via email for various Internet access, intranet access, network IDs and temporary hardware requests.
- Connect to remote users' desktops for direct troubleshooting.
- Troubleshoot SAP errors and if not able to fix problem determine correct group or business process to forward incident for resolution.
- Follow up with end users and update open tickets in a timely manner.
- Learned to use and to troubleshoot problems with Lotus Notes.

Current **Computer Accord** Topeka, KS

Computer Repair Technician / Computer Animator

- Publicly represent myself to clients and secure new customers
- Troubleshoot and repair hardware and/or software issues within any given computer
- Responsible for all business affairs

10/03-03/04 **TeleTech** Topeka, KS

Customer Service Representative

- Managed high volume call-flow
- Accountability for the implementation of sales to the customers
- Resolved service questions.
- in charge of customer account data, billing information, major account changes,
- Knowledgeable of and responsible for following FCC guidelines in the telecommunications industry.

Education 08/2000 **Kirkwood Community College** Cedar Rapids, IA

- Studied *Local Area Network Management*