

# Daniel Clements

CUSTOMER ENGINEER · TECHNICAL TRAINER · HELP DESK ANALYST

Columbus, Ohio

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## Work Experience

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### NCR

Columbus, Ohio

#### CUSTOMER ENGINEER

July 2019 - Present

- Primary duties include on-site installation and maintenance of point of sale systems in the small business hospitality industry.
- Collaborated across a diverse global team to provide support for our customers.
- Resolved customer concerns in a timely, cooperative, supportive, and professional manner.
- Provided customer training on assigned products based on current field policies and procedures.

### The Wendy's Company

Dublin, Ohio

#### RESTAURANT SUPPORT ANALYST (CONTRACTOR)

July 2018 - July 2019

- Worked with managers in franchise and corporate locations to resolve issues with hardware and software applications.
- Deep-dived into debug log files to track down issues with software configuration on restaurant hardware.
- Assisted vendors and technicians with setup and configuration of new and existing hardware.
- Issued password resets for employees for multiple systems such as Active Directory and Configuration Center.

### Charter Communications

Columbus, Ohio

#### REP 1, INTERNET/PHONE REPAIR

Jan. 2018 - June 2018

- Troubleshoot and resolved customer problems, such as identifying user errors, hardware unit issues, and network related problems.
- Resolved subscriber network issues using trouble management software tools such as Rio and ICOMS.
- Resolved on average 50 customer trouble calls per day.

### Teleperformance USA

Columbus, Ohio

#### TECHNICAL TRAINER

July 2015 - Jan. 2018

- Trained and developed 3 to 4 new technical trainers per year.
- Developed training materials for internal staff.
- Delivered training in the classroom for an average of 20 new hire or tenured staff every 3 to 5 weeks.
- Assessed training needs and developed new training materials.
- Evaluated staff on a wide variety of KPI (Key Performance Indicators) metric
- Awarded Blue Diamond Club Quarter 4 Fiscal Year 2016 for excellent service and support.

### ZAM Network LLC

Dallas, Texas

#### PROJECT MANAGER

Oct. 2008 - Oct. 2014

- Product Manager for various websites in the network – grooming the backlog, sprint planning, writing user stories, and feature planning.
- UAT - User Acceptance Testing, tested various new features and signed off on new features, bug fixes, and enhancements.
- Writing support documents for customer facing website.
- Information Gathering, including keeping up to date on new games and websites.
- Launched multiple video game related websites such as DestinyDB, Esohead, Rifthead, Tera Tome and Torhead.

#### COMMUNITY MANAGER

Oct. 2008 - Oct. 2014

- Engaged with community via email, forums, and social media.
- Performed content moderation across multiple websites.
- Wrote and published multiple contests, guides, help pages and news articles.

## Technical Skills

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**Restaurant Technologies:** Aloha, Command Center, Configuration Center, Connected Payments, EDC, NCR RAL

**Project Management:** AGILE, Priority Management, Project Planning, Requirements Analysis, SCRUM, Use Cases, User Stories

**Ticket Tracking:** Bugzilla, Cherwell, iLog, JIRA, QuickBase, Redmine, Remedy, Trac

**Software:** Apache, iWork (Pages, Numbers, Keynote), Jenkins, Microsoft Office, Nginx, vBulletin, VirtualBox, VMWare, XenForo

**Programming Languages:** CSS, HTML5, MySQL, PHP

**Content Management:** CMS, FTP, SSH/SFTP

**Linux Administration:** cPanel/WHM, SSH, Package Management (apt/pacman)

**Operating Systems:** ArchLinux, CentOS, Debian, Mac OS X, Windows XP/Vista/7/8/10, Ubuntu

## Extracurricular Activity

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### KOLMAFIA.US

SERVER ADMINISTRATOR

*Dec. 2007 - Present*

- Moderated, configured and deployed the official website for an open-source project.