

Daniel Clements

PROJECT MANAGER · TECHNICAL TRAINER · HELP DESK ANALYST

Columbus, Ohio

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Summary

Daniel Clements brings over 15 years experience in information technology as either a project manager, technical trainer or help desk analyst. He is currently looking to work in a challenging field where he can expand on his technical knowledge and prove himself in new surroundings.

Technical Skills

Restaurant Technologies: Aloha, Command Center, Configuration Center, EDC, NCR RAL, P2P

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

Learning Management: Plateau, SABA

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

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

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

Work Experience

The Wendy's Company

Dublin, Ohio

RESTAURANT SUPPORT ANALYST (CONTRACTOR)

July 2018 - PRESENT

- 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

SENIOR 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.
- Maintained training lab and classroom computers.
- Evaluated staff on a wide variety of KPI (Key Performance Indicators) metrics.
- Coached tenured staff on KPI (Key Performance Indicators) metrics.
- 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.
- QA – network wide testing for projects and writing bug reports.
- Floating Community Manager
 - Answering feedback via email, forums, and social media
 - User Generated Content moderation
 - User Management
 - Social Media Engagement
- Content Manager for various projects – write contests, game content pages, guides, help articles, and news.
- General Responsibilities
 - Writing Documentation
 - Information Gathering, including keeping up to date on new games and websites.

Extracurricular Activity

Server Administrator

KOLMAFIA.US

Dec. 2007 - PRESENT

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

vBulletin.org (vBulletin Solutions, Inc.)

FORUM MODERATOR

Jan. 2004 - Dec. 2010

- General forum moderation.