Micah Hoffman

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Profile

IT professional with over a decade of experience in solving problems through tech support.

Experience

Technical Support Engineer, Zoom Inc; (Remote) (2020-2023)

Privileged to provide elevated technical support (Tier 2) primarily for Zoom's Healthcare and Premier corporate clients, engaging directly with Zoom engineering for issue capture, troubleshooting and resolution of high priority support tickets via calls, chats and Zoom Meetings in order to support the full spectrum of Zoom products as well as the implementation and management of these products in a modern workforce via SSO, MDM, MSI and third-party integrations.

System Administrator, Menlo Inc; Kansas City, MO (Field) (2019-2020)

Lead implementation projects for new clients as a system administrator, as well as solving network, hardware and software issues in the field (school districts in the West/Midwest). Worked directly with network engineers, installation and tech support teams supporting various network hardware, MDM, VOIP systems, and servers in a mixed operating system environment.

Technical Support, Cerner; Kansas City, MO (2019)

Provided tier 2 technical support for Cerner associates' enterprise environment and hardware and software needs for their Windows, Mac, and mobile devices via email, chat, phone and in person consultations.

Client Technical Support, Gigwalk; San Francisco, CA (Remote) (2016-2018)

Direct liaison for several enterprise clients. Responsible for replicating and escalating bug reports to engineering. Supported both enterprise and consumer software via incoming support tickets and phone calls in order to provide troubleshooting and resolution.

Senior Technical Support, AppleCare; Kansas City, MO (Remote) (2013-2016)

Privileged to provide elevated technical support and customer service for users of iOS, OSX, iCloud, and Apple hardware and software on both Mac and Windows. Supported consults and calls escalated internally and from Apple partners in order to provide advanced troubleshooting and collaboration with engineering for issue capture and resolution.

Web Publisher, Mountain Springs; Colorado Springs, CO (2011-2013)

Managed, maintained and developed all websites, email marketing and media publishing with a team of graphic designers, video editors and communications experts.

Specialist, Apple Retail; Colorado Springs, CO (2009-2011)
Provided complete solutions and support strategies for customers with professional, personal or business needs and extensively as an iOS Service Specialist through hardware and software support appointments.

Education	Colorado Technical University – Information Technology, (2007-2009)
Skills	Network Administration · System Administration · Help Desk Support · Mobile Device Management · Active Directory · Windows Server · Google Administrator · IT Hardware Support · Branding & Identity · MSI Packaging · Phone System Administration · 3rd Party Integrations · Video Conferencing · Group Policy · MDM · SSO · SCSM · Voice over IP (VoIP) · Contact Center Management · Mobile Device Management · Active Directory · Software Development
Soft Skills	Emotional Intelligence, Customer Service, Dealing with Ambiguity, Leadership