

BENJAMIN P. KOWNACK

Sacramento CA bkownack@gmail.com 916-838-2263

CAREER PROFILE A competent, results-driven entrepreneur professional with over 16 years of Tech / Customer service experience, and a strong record of achievement in providing the necessary technical support / empathy to ensure streamlined operations, superior customer satisfaction, and significantly increased team proficiency.

- Experience includes: 82+ Trade Shows, UPS Tech support 1&2 / Training for Supply Chain-specific Web applications and processes; critical Network troubleshooting; Smartphone/Tablet Telecommunications issues and Internet / Cloud apps access; infrastructure issues; adapting procedures, techniques, tools to customers. 90,000 successful tech calls: Fixing, Active Directory / MS Outlook admin; Web Technologies Apps; Microsoft Office Suite; Windows XP / WIN7; Help Desk Procedures; SW / HW Troubleshooting; Ticket Management; VPN / RSA Laptop Security; Data Privacy security.

2013/2014 & 2017 Volunteer / Working setup Sarta tech events Sacramento and RSA conference, Salesforce Dreamforce Conference Room check.

5/11 – present M2teach, Mesa Arizona & Sacramento California

Founder and evangelist M2teach, • Starting and funding business, focusing on student/worker Cyber, Media & Data Digital skills; anytime, anywhere learning by Cloud, VR/AR/MR and AI. That engages and empowers students/ workers to stay in school / Job and grow lifelong Digital learning habits, Empathy & Team growth.

5/06 - 4/08 UPS United Parcel Services, Las Vegas, Nevada

Technical Support Specialist 1 & 2 • responsibilities to include: diagnosing, troubleshooting, dispatching and resolution of advance UPS software apps and hardware issues pertinent to 14,000 domestic and international calls; received “5-Star Customer Service” recognition (2 flags out of 130 appraisals); training numerous new personnel; providing district-level field support for dispatch related difficulties; maintaining and meeting expectations rating on TPA; all of which resulting in highly efficient and smooth flowing technical operations. • **Technical applications** consist of: MS Outlook admin, Network equipment monitoring and over 200 types of web-based applications, Blackberry PDA’s, LAN networks, VPN / RSA Laptop Security systems; PC hardware printer setup , to system wide outages.

1996 - 11/05 AMERICA WEST AIRLINES / US AIRWAYS, Tempe, Arizona

Technical Support Specialist 1 & 2 • Responsibilities encompassed: administering first / second-level technical support and troubleshooting to over 18,000 end-users; problem-solved PC hardware, IBM / UNIX / Unisys mainframe systems and Windows NT network environments identifying and remedying root causes of Voice, WAN, LAN, PC’s , laptops and printers technical difficulties.

EDUCATION Concentration: Business and Engineering Studies

ARIZONA STATE UNIVERSITY, Tempe, Arizona & Mesa Community College MCC

Associates Degree ITT TECHNICAL INSTITUTE, Minneapolis, Minnesota Business / computers

Acrobat

outsourcing

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First and Last Name:

Email:

Phone number:

Working Experience:

Company Name: Copper Alley Market

Dates of Employment: 1982 - 85

Job Responsibility:

- Demiter
- Busser
- Dishwasher

Company Name: Hannigan Meadow Lodge

Dates of Employment: Summer 2003, 2004, 2005

Job Responsibility:

- Waiter
- Busser
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Company Name: _____

Dates of Employment: _____

Job Responsibility:

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Skills

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