

Michael Schepker

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PROFESSIONAL SUMMARY

Information Technology and Customer Support Professional with over 10 years of experience in the technology field. I have experience operating maintain, and supporting Windows 2003/2008 Server, XP, Vista, 7, and 10, as well as Mac OS X. Over the years I have provided technical support for all levels of users, non-technical people, and management. I have served as project manager on a complete company-wide overhaul of the support system and have worked with other project managers on the development and implementation of new products.

PROFESSIONAL EXPERIENCE

UNGERBOECK SOFTWARE INTERNATIONAL – O’Fallon, MO – 09/2011- Present

Senior Client Care Associate

- Provide software support for event management software
 - SQL and Windows Server installation and configuration
 - IIS setup and configuration
 - Became the go-to expert in many areas of the software
 - Provided premium support for larger clients
- Project manager for Zendesk migration
 - Configured Zendesk
 - Migrate away from existing support ticket system
 - Setup Automations and Triggers
 - Imported client list
 - Worked with development on API for internal CRM system
 - Continuously monitored and improved support processes.
 - Trained employees on Zendesk
 - Conducted training with employees worldwide
 - Created documentation for internal employees
 - Oversaw knowledgebase creation and curation
 - Provided input in direction of knowledgebase
 - Analyzed Zendesk and GoodData stats for better content creation
 - Helped write public-facing documentation for customer use

- Helped implement and shape new products
 - Worked with project management on new project features and roadmaps
 - Train internal employees and public users on new products
 - Create documentation on new products
- OS X Specialist
 - Go to person for issues that arose on Mac OS X

Environment: MS Server 2003, MS Server 2008 R2, MS SQL 2008 R2, MS Server 2012, MS SQL 2012 Active Directory, IIS, Zendesk, Windows XP, Vista, 7, Mac OS X, Citrix, GoToMeeting

SMB CREATIVE GROUP - St. Charles, MO - 01/2006 – 08/2007, 06/2008 – 09/2011
Support Lead/ Web Design

- Successfully managed Tier 1 and 2 support base for a business/church website CMS.
- Created a library of tutorials and documentation for our staff and customers.
- Ensured quality functionality of the servers using MS Server 2003 and 2008 R2.
 - Windows Server Duties included:
 - Managing updates to servers (web, SQL, and Active Directory).
 - Microsoft Management Console (MMC).
 - Adding users to Active Directory.
 - IIS 6, 7, 7.5
 - Basic Duties within SQL Server included:
 - Adding users to databases in relation to Active Directory.
 - Table and record modification.
- Created new website domains in Plesk server software, IIS to configure the domains and applications, Active Directory to create/configure user permissions, MS SQL 2008 R2 to configure the database and assign user permissions
- Designed websites using a CMS in coordination with HTML, and CSS.
- Utilized Photoshop for graphic logos and image manipulation.
- Guaranteed day in and day out customer satisfaction.
- Hosted weekly online training sessions with many groups of clients using GoToMeeting.

Environment: MS Server 2003, MS Server 2008 R2, MS SQL 2008 R2, Active Directory, Plesk Server Software, IIS, Adobe Photoshop CS5, Adobe Dreamweaver CS5, Salesforce CRM, Zendesk, VMware, GoToMeeting, FTP, SFTP.

FORT ZUMWALT SCHOOL DISTRICT – St. Peters, MO - 08/2007 - 06/2008
In School Suspension Teacher

- Taught subject matter to at-risk students.
- Headed after-school tutoring program.

E-BACKUPS – Maryland Heights, MO - 05/2005 - 12/2005

Technical Support and Customer Service

- Provided support for customers/partners of e-Backups online backup service.
- Maintained company website.
- Provisioned new accounts for customers and partners.
- Oversaw and conducted weekly trainings with e-Backups partners.
- Provided Tier 1 technical support for e-Backups customers.
- Maintained websites for River City Internet Group's (parent company of e-Backups) various ventures.

Environment: Windows XP, Novastor backup software, Adobe Dreamweaver, GoToMeeting, FTP, SFTP.

COMPUTER SERVICES – MISSOURI STATE UNIVERSITY - Springfield, MO - 08/2003 - 05/2005

Computer Services User Support

- Provided desktop support for students/faculty for a variety of software and hardware including Windows Server 2000, 2003 and Windows XP as well as Mac OS X.
- Created new student accounts.

Environment: Windows XP, Server 2000, Server 2003 Mac OS X, Photoshop, Microsoft Office Suite, Exchange, Outlook Web Access.

EDUCATION

- Bachelor's Degree. History Education (December, 2005)
- Missouri State University - Springfield, MO