

Mike Porcelan *Rockaway, NJ 07866* *862-432-5751* *porcelan@gmail.com*

A customer-facing professional, possessing a legacy work ethic and a commitment to exceeding client and employer expectations.

Career History:

Application Support Representative – Insight Global at Teva Pharmaceuticals Parsippany NJ

3 months of Experience 2/2019 – 5/2019

Provided outstanding customer service support in a phone/ticket-based environment

Supported custom corporate applications on remote mobile devices. Responded to phone, voicemail, email, and ServiceNow ticket-generated support requests. Set up users and roles using Oracle, Toad, and ImageNow systems

IT Support Analyst - Solix Inc. Parsippany NJ

14 years of experience 4/2005 – 2/2019

Accomplished excellent customer-focused service and support in several systems and software products. Developed high-level of skills of information gathering, troubleshooting, and problem resolution. Trained Junior Technicians.

Skilled in Windows 7 and 10, Microsoft Active Directory, Exchange Email Management, and several other computer systems.

As a result, my internal clients were quickly able to return to full productivity, enhancing service to our external clients.

Operations Manager, Facilities Manager in the Manhattan office of an audio/video company, **Video Corporation of America** Manhattan, NY and Somerset NJ

8 years of experience 4/1996 – 11/2004

Accomplished enhanced professional skills in tenant/landlord/vendor relations, facilities contract management, satisfying needs of companies and individuals. Developed negotiating, regulatory, and documentation skills. Served as IT liaison with home office.

Developed relationships with corporate support and vendors. Assured attractive merchandising of products in the Manhattan Showroom. **As a result, I recommended and approved purchase of products that followed new technology trends, enhancing customer exposure and driving sales increases.**

Food Service Professional in all aspects of the industry. **Sodexo Corporation**, Northern NJ

25 years of experience 9/1971 – 3/1996

Manager, Chef, Sous Chef, Banquet Chef. **Created electronic reporting of monthly profit and loss statements, sharing it with other business units, resulting in increased efficiency across the region.**

Accomplished quality guest care and service, ran all aspects of small businesses.

IT Skills:

Windows 7/10

Microsoft Active Directory

Exchange Management

RSA Security

VPN

Cisco Unity Voice Mail

Cisco VoIP Call Manager

Skype for Business

Ivanti Landesk remote support and deployment

ManageEngine Service Desk case-tracking

ADManager Plus

Salesforce Data Loader

Education:

Corporate-sponsored training in Ethics, Data Security and Compliance, Diversity, Workplace Harassment, HIPAA Compliance, Customer Service Training 2004 – Present

Honors Graduate of The Culinary Institute of America, Hyde Park, NY 1975

Attended Fairleigh Dickinson University, Teaneck, NJ 1975

Attended Rutgers University College of Continuing Education, New Brunswick, NJ 1977

Attended The New School for Social Research, New York, NY 1980

Attended County College of Morris, Randolph, NJ 1998