

# RICHARD (ANDY) MEREDITH

<https://www.ramnc.com>

Winston Salem, NC 27107

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## IT CUSTOMER SERVICE ENGINEER

### Expertly Perform any Technical Task Required Quickly and Effectively

Trusted to interface directly, intelligently, and promptly with customers and clients, showing a professional and courteous face for the company. Provide a positive and engaging experience, which creates above average customer service. Skilled at implementing customer service for major computer storage vendor at both large and small accounts, including installation and maintenance of the equipment. Excel at team leadership and communication with team members.

## PROFESSIONAL SKILLS

- Microsoft Windows XP / 7 / 10
- Linux
- Applications: Microsoft Word / Excel / PowerPoint, Photoshop
- Cisco MDS 9513, 9521, 9148
- Customer Service
- Team Leadership

## PROFESSIONAL EXPERIENCE

**DELL / EMC**, Greensboro, NC

**2012 – 2016**

### Customer Service Engineer

Managed installations, preventive / remedial maintenance, and resolved problems with Dell / EMC products (hardware and software) at customer sites. Obtained EMC Proven Professional ISM Certification. Installed and maintained many Dell / EMC products, including XtremIO, VMAX (1,2,3), VNX / Unity, Data Domain, Avamar, Centera, MDS 9513, 9521, 9148 director class switches and smaller fabric class switches. Upgrades and both disruptive and non-disruptive firmware tasks.

- Provided quick and effective resolution to IT problems for major Fortune 50 accounts, keeping accounts running smoothly, winning numerous Customer Satisfaction awards and remunerations.
- Obtained EMC Specialist Certification on the VMAX2, allowing lead to be taken on several VMAX2 installations as well as maintenance of multiple arrays.

**SSCS**, Winston Salem, NC

**2010 – 2011**

### IT Technician

Changed backup tapes and participated in a Disaster Recovery Drill involving Shell Oil's systems.

- Assisted with critical safety / security monitoring information for company, ensuring client information was safely and securely handled.

**TRANSLOC, INC**, Raleigh, NC

**2008 – 2011**

### Installation Technician

Installed and maintained GPS location systems to campus based bus fleets throughout the Eastern United States.

- Performed troubleshooting and assisted in root cause analysis as needed on case by case basis, ensuring maximum device connectivity and customer visibility.

**LLOYD AARON PHOTOGRAPHY / JB PHOTO**, Winston Salem, NC**2006 – 2011****Photography Assistant**

Free-lance photography assistant at studio / locations, model, advertising, catalog, industrial locations, fast food locations, and High Point Furniture Market locations. Facilitated smooth and seamless photography sessions with customers.

**KEN'S GROCERY**, Tuckasegee, NC**2005 – 2006****Deli / Store Assistant**

Assisted with numerous tasks within a small family owned gas station / deli, including cashier, deli operation, and stocking shelves. Interacted effectively and positively with customers, vendors and owner.

**SELF EMPLOYED WEB BASED PHOTOGRAPHY**, Tuckasegee, NC**2005 – 2006****Photographer**

Web based photographer; maintained small web site.

**FRATERNAL COMPOSITES SPECIALTIES, LLC**, Whittier, NC**2004 – 2005****Retoucher / Photographer**

Traveled to locations on university campuses all over the eastern United States with a 4-light portrait set-up.

- Shot and proofed images on-site digitally, handling every aspect, including paperwork and payment as well as shipping.

**EDUCATION**

- **Bachelor of Arts (BA)**, Peace, War and Defense, University of North Carolina, Chapel Hill, NC
- **Associate of Applied Science (AAS)**, Photographic Technology, Randolph Community College, Asheboro, NC
- Lees McRae College, Banner Elk, NC
- Course work towards AAS in Networking, Forsyth Technical Community College, Winston Salem, NC

**AWARDS / RECOGNITION**

- Multiple awards and remuneration for outstanding customer satisfaction while employed at Dell / EMC
- Eagle Scout Award, 1993