FRANK WARREN, JR.

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TECHNICAL SUPPORT SPECIALIST

Information technology specialist with proven expertise in VoIP, networks and web infrastructure, primarily in remote support environments. Accomplished in both business and residential telecommunications supporting numerous clients in making effective use of technology. Strong customer service and communication skills with proven ability to guide, instruct, and facilitate enhanced technical knowledge.

TECHNICAL SKILLS

Programming: C, PERL, HTML, PHP, Korn Shell (ksh) and SQL in multiple environments.

Systems and Networks: TCP/IP based LAN administration and support.

Software: Microsoft Office Word and Excel

Operating Systems: UNIX® (SYSV and BSD), Linux, SunOS, Solaris, HPUX, MSDOS, MS Windows (3.1, 9x, NT 3.51, NT 4, 2000, XP, Vista and 10).

EXPERIENCE

Vonage, Holmdel, NJ   **2006 to 2018**

Customer Satisfaction/Technical Support Agent (2014 to 2018)
Vonage Business Cloud
- Fielded inbound calls and resolved customer service and technical service issues concerning business VoIP products as a combined Multi Skilled agent within 1st group to perform both functions.
- Answered customer calls, determined issues, performed trouble shooting on equipment and networks, and made necessary adjustments via direct instructions or remote access. Resulted in prompt, courteous service and technical resolutions.
- Provided consistent service ensuring an excellent customer experience and increasing retention, exceeding goals on customer satisfaction surveys.
- Reviewed and tested beta product updates to operating environment.
- Developed and implemented local web pages for agents providing links to efficiently access problem solving, troubleshooting, and corporate resources.

Technical Support 3 Agent (2007 to 2015)
Vonage Digital Voice
- Provided escalated Tier 3 technical customer support for the Vonage residential VoIP product and equipment.
- Answered inbound calls, provided troubleshooting, and directed through required steps resolving issues via direct instructions. Documented customer interactions.
- Identified system issue trends and contacted operations center ensuring notification of engineering team for resolution.
- Provided support for products during expanded beta testing and controlled pre-release stages.

Tier 2 Technical Support Agent (2006 to 2007)
Vonage Digital Voice
- Provided escalated support of the Vonage residential VoIP product and equipment, including troubleshooting and documentation of customer interactions.
- Fielded non-technical customer support issues in addition to technical support providing one stop service.
- Prototyped web-based tools improving technical support agents' reporting and tracking of issues for management.

Freelance Consultant   **2001 to Present**
- Managed small business and personal web environments.
- Provided independent web design, PC and network [TCP/IP based wired and wireless (802.11b|a|g|n|ac) LAN] support.
- Developed Lin-Kosher.com and Kosher88.com websites.
- Host and webmaster for various not for profit organization websites.

PREVIOUS EXPERIENCE

TELCORDIA TECHNOLOGIES, Morristown, N J
Webmaster, Applied Research
Information Systems Engineer

EDUCATION

Bachelor of Science, Computer Science
Old Dominion University, Norfolk, VA

PROFESSIONAL CERTIFICATION

Novell - Certified Novell Engineer - CNE3

PROFESSIONAL LICENSE

New Jersey Insurance Producer – LL Legal