
Kenneth C. McClain
Microsoft Certified Professional

9-B Aliquippa Avenue
Monessen, PA 15062-1503

724-684-4930
kcmclain@verizon.net

OBJECTIVE

To secure a responsible career position where I can fully utilize my education and experience while contributing to the success of my employer.

EXPERIENCE

TELEPERFORMANCE INC.

Apple Care Agent/Supervisor
Customer Service Supervisor

Brownsville, PA

8/2007 - Present

- Developed competency in OS X 10.4 (Tiger) and 10.5 (Leopard).
- Troubleshoot and diagnosed computer hardware and software issues.
- Provided training and support to end users of Apple equipment.
- Managed multiple call agents and reported service metrics to project manager.

DOUGLAS EDUCATION CENTER

Information Technology Coordinator
Network Engineer

Monessen, PA

10/2006 – 8/2007

- Installed, configured, maintained and troubleshoot computer hardware.
- Analyzed and designed networking solutions for the organization.
- Configured and maintained network resources to satisfy organization requirements.
- Provided training and support to end users of networked equipment.

SAPPHIRE TECHNOLOGIES

MELLON BANK

ANSYS INC.

Technical Support Staff

Support Analyst

Pittsburgh, PA

6/2006 – 10/2006

1/2006 - 6/2006

- Installed, configured and troubleshoot a variety of operating systems.
- Installed, configured and troubleshoot popular microcomputer applications.
- Troubleshoot and repaired computer hardware and software.
- Developed competency in the Microsoft Office suite of productivity applications.

SIEMENS BUSINESS SERVICES

Technical Support Team (PNCBANK)

IMAC Coordinator/Customer Engineer

Pittsburgh, PA

4/1999 – 8/2003

- Provided training and support to end users of networked equipment.
- Identified the resources needed to advance technical skills as the networking field changes.
- Established proficiency in Microsoft Windows 2000 and Novell Netware.
- Developed familiarity with Unix and Linux network operating systems.

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COMPUCOM SYSTEMS INC.

Technical Support Team (PNCBANK)

Field Service Engineer/Call Coordinator

Pittsburgh, PA

1/1998 - 4/1999

- Installed, configured and troubleshot a variety of operating systems.
- Installed, configured and troubleshot popular microcomputer applications.
- Troubleshot and repaired computer hardware and software.
- Developed competency in the Microsoft Office suite of productivity applications.

TANDY CORPORATION

Radio Shack Division

Sales Associate/Assistant Manager

Belle Vernon, PA

9/1992 - 1/1998

- Provided customer service (product knowledge, communication skills).
- Maintained inventory control (manual and computerized inventory).
- Created computerized payroll reports and processed daily sales reports.

EDUCATION

Westmoreland County Community College

- Associate in Applied Science
 - Computer Technology – Networking – with Honors

Youngwood, PA

1/2004 – 12/2006

Microsoft Corporation

- Installing, Configuring and Administering Microsoft Windows XP Professional.
- Installing, Configuring and Administering Microsoft Windows 2000 Server.
- Installing, Configuring and Administering Microsoft Windows 2000 Professional.
- Implementing and Supporting Microsoft Windows 98.

Redmond, WA

CompTia

- A+ Certification

Pittsburgh, PA

MILITARY

U.S. ARMY RESERVES

Chemical Operations Specialist

Honorable Discharge

Belle Vernon, PA

4/1986 - 4/1994

- The chemical operations specialist operates, performs operator maintenance or supervises the use of nuclear, biological and chemical detection and decontamination equipment, smoke generators, and assists in the establishment, administration, training and application of NBC defense measures.

References Available Upon Request