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Summary

Proven skills providing leadership in technical support, IT, and training organizations. Excellent problem solving, communication, and technical skills adding value both strategically and tactically. Experience providing high-quality 24x7 international technical support with a distributed team. Creates highly productive teams through mentoring, setting goals, and creating a positive attitude. Successful in cross-functional environments with QA, engineering, consulting, sales, and marketing. Develops strong and positive working relationships with partners and customers. Demonstrated agility in adjusting business plans to support changing corporate goals. Able to accomplish a wide variety of tasks simultaneously. A passion for providing the best support.

Education: University of Minnesota. Bachelor's Degree in Computer Science.

Experience

Mobile Heartbeat, Customer Support Manager [2014 – 2016]

Mobile Heartbeat sells software to provide improved clinical communication for better patient care.

- Delivered support to customers ensuring the product has maximum perceived value to the customers.
- Implemented support case tracking and knowledge base system supporting a customer portal and escalation.
- Created 24x7 support process to address emergency off hours issues.
- Set up change control process ensuring changes to customer systems are done according to their policies.
- Debugged issues through extensive SQL queries on MSSQL and MySQL.
- Debugged interface issue including using Wireshark and serial monitor.
- Provided technical support on iOS and Android to make customers successful with their mobile devices.
- Resolved integration issues with systems including Rauland, Simplex, and Epic communicating via technologies including HL7 and TAP.

VidSys Inc., Manager, Customer Services [2012 – 2014]

VidSys sells a web based product which brings many vendor's equipment to one interface and automates situation responses.

- Led group of three professionals providing 24x7 international technical support.
- Hired a cohesive team, with strong ownership providing high levels of customer satisfaction.
- Built department from ground up including hiring, processes, knowledge base, and case tracking system.
- Created escalation process with engineering to quickly solve issues while minimizing impact on engineering.
- Directly solved issues with networks, including work with Wireshark and standard Windows diagnostics.
- Extensively used virtual machines to reproduce customer issues and provide tools to team.
- Worked Windows Server issues including Active Directory to resolution.
- Apache Tomcat, PostgreSQL, physical access control, and NVRs issues resolved.
- Continually received customer compliments for support team member's performance.

Giebelhaus Consulting, President / Consultant [2010 – 2012]

Private Consulting in IT, web development, and technical support

- General IT consulting for small business including OS configuration, networking, email, IIS, MySQL, applications, and mobile devices.
- Web development and website maintenance including PHP, CSS, HTML, and WordPress.

Gomez Inc. / Compuware Inc, Manager, Service Desk [2008 – 2010]

Gomez (acquired by Compuware) delivers web performance data.

- Led group of thirteen professionals providing international technical support.
- Implemented transactional surveys to focus on customer satisfaction as a primary metric.

- Hired team members and brought them to a high level of performance.
- Upgraded Knowledge Base system for significantly increased productivity and customer satisfaction.
- Directly worked most difficult escalated cases solving TCP issues using Wireshark and Dig.
- Queried MSSQL databases improving service with additional data and trends.
- Continually received customer compliments for support team member's performance.

Kaspersky Lab Inc., Director, Technical Support Center [2008]

Kaspersky Lab makes anti-virus / anti-malware.

- Led group of fifteen support engineers delivering both corporate and retail support.
- Implemented support policies working toward significant improvements in support delivery.
- Created plan for implementing improvements in knowledge base enabling call deflection, improved search, integration with call tracking system, and customer tracking to improve data organization.
- Improved call tracking issues to improve and automate call flow.

Network Engines Inc., Director of Customer Service [2004 – 2007]

Network Engines makes OEM appliances, the Network Engines Microsoft ISA appliance and the Network Engines / Whale Microsoft IAG appliance.

- Led group of ten professionals providing international 24x7 technical support, training, and consulting.
- Instilled a sense of ownership and teamwork.
- Emphasized service role to ensure the group offered the best possible service. Led by example to achieve this goal.
- Supported the Whale Communications IAG product more than doubling the support demand and requiring very complex support including scripting, networking, and protocol analysis.
- Transformed the support relationship with one of our largest OEMs from extreme dissatisfaction to a productive and positive relationship through communication and partnering.
- Implemented call tracking, knowledge base, customer portal and ACD.
- Continually receive customer compliments for support team member's performance.

Conjoin Inc., Director of Support Services [2000 – 2004]

Conjoin's product was a knowledge base for sales and marketing that runs under Windows 2000, IIS, ColdFusion, Microsoft SQL Server, and Microsoft Office.

- Managed customer support, IT, QA, training and consulting.
- Achieved extremely high customer satisfaction, exceeding customer expectations and SLAs, and ensuring all customers remain excellent sales references.
- Created and maintained a 24x7 SaaS service that accounted for 42% of Conjoin's yearly revenue.
- Created and maintained web-based support and Knowledge Base.
- Designed and implemented all IT services including Windows Active Directory, Cisco PIX firewall, Windows DNS, NAT, server upgrades and other major IT improvements with a very limited budget.
- Implemented and maintained consulting services writing custom software using ColdFusion and Microsoft SQL to complement the product and meet specific customer needs, generating additional revenue and increased customer satisfaction.

Additional Experiences

- Turned around marginal employees to be exceptional employees.
- Increased customer service satisfaction from under 7.0 to 8.13 on a 1 to 10 scale.
- Given responsibility for all computing facilities including supervision of personnel, planning, purchasing, and configurations.
- Created the IT organization from scratch supporting a large number of platforms.
- Implemented a move to a new building setting up computers and networks.
- Created a new computer room providing networking creating maximum capability with minimum investment.
- Implemented the training organization from scratch serving both customers and internal personnel.
- Created Lisp programs accessing Oracle databases and other sources.