

# Joseph A. Manfredi

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## **Professional Summary**

Dynamic and results-driven Application Support Analyst with over 7 years of experience in the government, healthcare, and technology industries. Skilled in analyzing and resolving operational issues, providing technical support, and managing user accounts and permissions. Expertise in utilizing ServiceNow, Commcare, Amazon AWS Connect, Microsoft Teams, Excel, and Outlook to optimize system functionality and enhance user experience. Skilled in resolving operational issues and errors in software applications, managing user accounts, and providing technical support. Experienced in managing large-scale projects, processing sales orders, and orchestrating remote installations. Able to provide excellent customer service and resolve issues promptly under pressure. Seeking a challenging role leveraging technical expertise, project management skills, and leadership abilities to drive organizational success.

## **Experience**

**NEW JERSEY DEPARTMENT OF HEALTH, Remote**

2020 – 2023

### **Level 2 Application Support Analyst**

- Resolve and analyze operational issues and errors within the CommCare COVID-19 Local Response System and AWS Amazon Connect softphone applications.
- Prepare and elevate Level 3 Tickets for reporting complex and/or high priority problems to the development team for resolution.
- Provides support through live screen-sharing, phone, email, and ServiceNow ticket queue to resolve technical end-user service and support requests.
- Performs account management and provisioning (e. g., creates or modifies user accounts and permissions, and password/2FA resets)
- Works collaboratively with development teams on new software releases.
- Applications utilized: ServiceNow, CommCare, Amazon AWS Connect, Microsoft Teams, Excel, Outlook, Word.

**COMMVault Systems Inc., Tinton Falls, New Jersey**

2019 – 2020

### **Hyperscale Appliance Associate & Frontline Support Engineer**

- Managed a daily average of 30-45 customer calls and promptly responded to all queue tickets, emails, and live chat requests, consistently meeting service level agreement (SLA) timeframes.
- Processed sales orders, valued over \$400,000 in gross revenue.
- Orchestrated remote installations: Scheduled, and conducted Zoom conference sessions with internal teams.
- Created and managed support incidents with hardware appliance errors in collaboration with sales partner, Fujitsu.
- Confirmed the client is under service contract, incident details and contact information.
- Covered overnights, weekends, and overtime shifts.
- Applications utilized: Microsoft Dynamics 365, Teams, Excel, Outlook, Word.

**VULTR/GameServers.com, Matawan, New Jersey**

2016 – 2019

### **Level 2 Support Engineer**

- Troubleshoot a multitude of technical server problems for more than 25 different game titles including popular franchises Call of Duty, Battlefield, Counter-Strike, and Minecraft.
- Manage LiveChat sales/support and recommend dedicated servers to best fit needs and usage capabilities for clients.
- Handle billing resolutions including upgrades, refunds, fraud, and prorated adjustments.
- Self-enforced rules and regulations at <https://www.gametracker.com/> as the administrator.
- Filter spam and inappropriate content to maintain a clean, organic experience for users.
- Trained new team members and mentored to improve performance.
- Exposure to MySQL, cPanel, GitHub, FTP, Icinga, and various RCon clients.

**EBAY & AMAZON INDEPENDENT STORE, Remote**

2016 – 2018

**Owner & Head of Operations**

- Managed and maintained a self-curated store with over 100 listings.
- Achieved Top Rated Seller status within only six (6) months, minimum monthly sales revenue of \$400.00, 450% ROI, and 99% positive feedback rating.
- Recorded inventory and financial data using Excel spreadsheets.
- Communicated with eBay customers on an ongoing basis to answer questions, resolve disputes, provide further details about items for sale, and collect payment.
- Shipped an average of fifteen (15) packages per month using USPS, FedEx, and UPS both domestically and internationally. Proficient with all aspects of shipping including cost-benefit analysis of shipping options to determine affordable and fast options. Added insurance, tracking, and researched lost packages where needed.

**AMAZON.COM, Robbinsville, New Jersey**

2015 – 2016

**Inventory Solver, ICQA Associate**

- Sort processed Damages, Destroys, Hazmat Ticket Units, Cubiscan.
- Check, count, and verify bins for adequate stow quality.
- Print labels, verify correct ASINs/SKUs.
- Communicate with Process Assistant, track labor and count work supply.

**TD BANK, Wall, NJ**

2012 – 2014

**Banking Officer**

- Managed the process of new mortgages, home equity loans, business accounts, safe deposit boxes, VISA applications, federal fraud claims, imposed levies, and statement discrepancies.
- Educated clients by discussing banking and investment products, found the best option to fit needs.
- Pursued overdrawn balances and worked with third-party collection agencies to resolve.
- Won the Q3 2013 *WOW! Quarterly Award* for the South Coastal NJ region for exceptional service.
- Served as a Notary Public.

**GLOBAL COMPUTER SUPPLIES, Holmdel, NJ**

2011 – 2012

**Account Executive**

- Closed deals and shipped over \$300,000 in I.T. based product .
- Established customer relationships and grew loyalty; Maintained high level of trust.
- Worked without direct supervision in a demanding, results-driven environment.
- Processed invoices and purchase orders accordingly; worked accounts receivable and past due invoices.
- Served as the intermediary between the end-users, product leaders, and management.

**BREAKWATER BEACH CLUB, Elberon, New Jersey**

2007 – 2008

**Operations Supervisor**

- Supervised a staff of 8 to 10, trained new staff members, and properly organized weekly schedules.
- Served as the central liaison between clients and club management.

**FOOD CIRCUS SUPER MARKETS INC., Ocean Township, New Jersey**

2002 – 2006

**Front End, Dairy, Produce, and Café Associate**

- Honor: Received a note of recognition directly from the former Founder and Chief Executive Officer of Food Circus Supermarkets, Joseph Azzolina Sr. for returning a customer's missing valuables.
- Developed a well-rounded background providing client servicing throughout four different departments while maintaining positive customer and management feedback.

**Education**

**BACHELOR OF ARTS: ECONOMICS**

2006 - 2010

**Rutgers, The State University of New Jersey, New Brunswick, New Jersey**

Dean's List Spring 2008

Related Coursework: Statistics, Money & Banking, Intermediate Macro/Microeconomics, Econometrics