

Jason McCann

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SUMMARY

Self-starting, team-oriented Director of Technical Support with 10+ years' experience. Maximized business efficiencies through exceeding customer requirements, by planning and executing continuous improvement strategies. A proven leader with excellent communication skills. Dedicated to achieving success for customers, employers, and employees. Identifies opportunities and drives changes to boost performance and resolve recurring issues. Builds strong teams by championing recognition utilizing leadership development programs to motivate and empower staff. Manages both internal and external projects. Effective at building relationships with stakeholders, employees, customers, and vendors.

EDUCATION

Portland State University

Portland, OR

BS in Business Admin: Management & Leadership and HR Management

- 4.0 GPA, Summa Cum Laude, Honors Program, Ford Family Scholarship Recipient

Portland Community College

Portland, OR

AS in Computer Information Systems: Network Administration

- 3.93 GPA, Phi Theta Kappa Honor Society, President's List, Microsoft Server Certification

WORK EXPERIENCE

U.S. Bank

Vancouver, WA

Customer Support Manager

August 2023 – Present

- Manage a team of up to 18 bankers in a high-volume customer contact center.
- Achieve all department metrics frequently in the top 5-10% of team performance department wide.
- Coach and develop team members in weekly 1:1, upskill training, year reviews and internal promotions
- Develop training material for managers on utilizing company software to find behaviors and coaching.
- Collaborate with other teams to improve onboarding and department processes and training materials.

Riverside Payments

Vancouver, WA

Director of Technical Support

July 2021 – November 2022

- Directed external customer support team to install and support Point of Sales (POS) and payments technology.
- Grew team from 6 to 22, interviewed, onboarded, trained, and coached, a mix of remote and onsite employees.
- Boosted installation numbers 300% by increasing staffing levels and streamlining operations.
- Decreased shipping costs by \$175k and supplies costs 20% by owning vendor relationships.
- Reduced inventory losses and increased processing speed by implementing an inventory management system.
- Designed a training program for all new hires and implemented a Confluence Knowledge Base.
- Cut internal IT costs by shifting from Manager Service Provider (MSP) to establishing an internal IT support team.

Game Play Network

Beaverton, OR

Customer Support Supervisor – Call Center

January 2021 – July 2021

- Built team up to 25 customer support representatives, trained, supervised, and coached in a remote setting.
- Performed Quality Call Monitoring and weekly 1:1's to increase customer experience.
- Designed call campaigns to over 5000 customers to bring company within government-required regulations.
- Updated training program for a remote classroom environment, including testing.
- Resolved escalated customer interactions.

Qorvo (Intern)**Hillsboro, OR***HR Staffing**February 2019 – January 2020*

- Filled 100+ requisitions for intern program utilizing Handshake, career fairs, and Applicant Tracking System (ATS)
- Performed resume reviews and phone interviews to get applicant pools for hiring managers.
- Owned job board postings, campaigns, internship handbook, and onboarding information.

Intel (Intern)**Hillsboro, OR***Inventory Control and Repair**March 2017 – March 2018*

- Tracked and repaired Intel assets, including hardware and software support.
- Repaired computer equipment as needed to be stored or redeployed.
- Maintained and organized lab equipment to increase efficiency and organization.

Nike (Contract)**Hillsboro, OR***Asset Manager**August 2015 – December 2015*

- Collaborated with internal stakeholders to purchase, transfer, and track assets from procurement to disposal.
- Maintained license and user database for all company software.

Papa Murphy's**Vancouver, WA***Team Leader – Business Support Center**January 2015 – August 2015*

- Built team up to 8 associates, interviewed, trained, and coached.
- Supported Point of Sales (POS) and business technology in 1300 corporate and franchise locations
- Achieved 90% Service Level Agreements within 2 months of project launch by training and developing new team.
- Developed training program including knowledge base, video, and classroom training.

Sage**Beaverton, OR***Support Analyst**October 2012 – January 2015*

- Supported customers and partners via phone, email, and remote support tools.
- Trained in Sage 300 payroll, general ledger, accounts receivable, and estimating modules.
- Worked on the Systems/Install team assisting with server migrations and systems-related issues.

Spartan Computer Services**Wales, MA***Area Manager**June 2006 – February 2011*

- Installed and supported Point of Sales (POS) technology in 500 + retail and restaurant client sites.
- Built up team from 1 to 14 by performing interviews, training, and onboarding of new techs.
- Executed multiple projects, deployments, and installs as well as day-to-day technical and customer service.
- Created and presented training materials for any new customers or projects.

SKILLS AND VOLUNTEER EXPERIENCE

Skills: Change Management, Project Management, Process Improvement, Team Leadership, Process Implementation, Training and Development, Continuous Improvement, Root Cause Analysis, Business Growth, Inventory Management, Cross Functional Collaboration, Stakeholder Management, Customer Service and Support, Vendor Relationship Management, Relationship Building, Negotiating, Conflict Management and Resolution, Team Building, CRM Systems, Point of Sales (POS), Windows Operating System, People Fluent, Sage 300, Salesforce, MS Access, Confluence, MS Office 365, Google Suite, Camtasia, NCR, Aloha, Clover, Genesys Cloud, Cherwell, Smart Admin, GoToConnect, Jira, Coaching, Customer Satisfaction, Customer Success, Presentations, Key Performance Indicators (KPIs), Recruiting

Volunteer: NDResumes (2024-present) Engin (2023-present) Start Making a Reader Today (2018-2020), Hillsboro Soccer Club (2017-2020)