Timothy Rajah

T: 718-791-9677

timrajah@gmail.com
www.timothydrajah.com

68-05 140th Street
Kew Gardens Hills,
NY 11367

Experience

Lead Technical Support Engineer 2   2019–Present
Sprint, New York, NY
Lead NYC technical support team of 5 techs that supports more than 1000 clients, troubleshoot escalation IT related issues, train technical support team, interview

Technical Support Engineer   2005–2019
Sprint, New York, NY
Provided onsite IT support to retail and corporate clients, managed PC Walk-In clinic and IT depot at NYC office, took ownership of IT projects and work to completion, and written technical manuals for other techs to follow.

2nd Level Tech Support   2002-2005
CIBC World Market, New York, NY
Provided IT technical support for 500 brokers and sales assistants, configured and troubleshot analog voice systems and PCs, ran IT depot to fix broken PCs and LAN equipment, performed IT projects to increase connectivity and stability of IT systems.

Education

Queens College   2020
B.A. Design, Flushing, NY

Essex County College   1996
A.S Engineering Technology, Newark, NJ

Skills

Proficiency with Adobe Illustrator, Photoshop, InDesign, After Effects, Lightroom, Premiere, Animate, Character Animator, CSS, HTML, and JavaScript