

# Jeaux Nathan Black

Technical Support Lead | IT Support Specialist

Cohoes, NY | +1 (518) 209-1539 | email@jeaux.black | linkedin.com/in/jnblack | Open to hybrid and remote roles

## PROFESSIONAL SUMMARY

Technical support leader with 20+ years across IT support, network engineering, telecom delivery, and systems integration. Known for resolving complex Windows, macOS, and Linux issues, leading client implementations, and translating messy rollouts into clear onboarding and support processes. Current focus includes radiology-compliance software, VMware environments, network protocols, and customer-facing support operations.

## CORE SKILLS

<b>Systems</b>	Windows, macOS, Linux, UNIX, VMware, vSphere, Citrix, Active Directory, Group Policy, Exchange
<b>Networking</b>	TCP/IP, VPN, DNS, DHCP, WAN, Cisco, Adtran, network security, access control
<b>Support</b>	End-user support, remote troubleshooting, user management, client-facing implementations, self-service support
<b>Platforms</b>	Salesforce, JIRA, Monday.com, ProWorkflow
<b>Domain</b>	Medical imaging integration, radiology compliance, telecom infrastructure, systems integration

## PROFESSIONAL EXPERIENCE

### Technical Support Lead | Alara Imaging

Jan 2025 - Present

- Lead implementations of Alara Imaging software, configuring deployments for radiology-compliance and imaging-integration requirements.
- Serve as the primary technical contact for customer IT teams, supporting software, hardware, network, and systems-integration issues.
- Resolve complex Windows, macOS, and Linux issues to improve uptime, user productivity, and onboarding confidence.
- Coordinate with internal teams and client stakeholders to keep product onboarding, user adoption, and support handoffs moving cleanly.
- Build self-service support strategies that scale onboarding, reduce support friction, and shorten time-to-productivity.
- Align deployments with client infrastructure using VMware and network protocols including TCP/IP, VPN, DNS, and DHCP.
- Apply security-minded deployment practices to reduce vulnerability exposure and protect client data.

### Senior Consultant / Project Delivery Team Lead | Convergence Acceleration Group / WiPro

Dec 2021 - Jan 2025

- Met or exceeded project MOM targets of 95-110% and cleared backlog, contributing \$1.5M in revenue within two years.
- Led full-lifecycle delivery for telecom infrastructure contracts using Salesforce and JIRA.
- Directed construction coordinators and contractors while maintaining safety, compliance, scope, budget, and timeline discipline.
- Streamlined project data, billing, and timekeeping processes to improve accuracy and delivery visibility.
- Resolved contractor performance issues and improved customer communication cadence, reducing delays and response time.

### Supervisor - Network Engineering & Operations | Verizon

Feb 2019 - Dec 2021

- Managed large-scale network infrastructure projects for Verizon backbone and IEN environments.
- Directed technician productivity through workload planning, training, tools, and material-delivery coordination.
- Reduced project backlog and improved vendor material consistency for field execution.

### Supervisor - Technical Customer Service (CMB) | Verizon

Jul 2014 - Feb 2019

- Managed 130+ unionized employees and five direct reports while improving customer-satisfaction KPIs.
- Optimized call-center workflows, performance routines, hiring, training, and coaching for customer-service teams.

### Senior Analyst - Workforce Performance / Fiber Customer Support Analyst | Verizon

Jun 2013 - Jul 2014

- Delivered technical training on new systems and processes, strengthening adoption and team proficiency.
- Resolved high-volume fiber customer issues using diagnostic tools and intercompany systems to improve first-call resolution.

**Network Engineer | Computer Professionals, Inc.**

Oct 2012 - Jun 2013

- Delivered help desk and on-site support for Cisco systems, servers, and client environments.
- Performed proactive monitoring and maintenance across virtual and physical servers, including after-hours issue response.

**Network Engineer / DSL Support / Helpdesk | Cornerstone Telephone**

Sep 2005 - Oct 2012

- Maintained 100+ physical and 200+ virtual servers across two data centers.
- Managed Exchange, Active Directory, Group Policy, Cisco, Adtran, Asterisk PBX, WAN support, and Level 3 Salesforce tickets.
- Authored internal wiki and training materials, improving knowledge sharing and technical consistency.

**ADDITIONAL EXPERIENCE**

Facilities Manager, Lowe's Home Improvement (2003 - 2005) | Assistant Banking Manager, HSBC (1999 - 2003)

**EDUCATION**

Western Governors University - BA, Business IT Management (in progress)