

Odin Rangel

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SUMMARY

IT field services supervisor with eight years of progressive **end user** support experience and more than three years directing technical support teams across office and field environments. Leads **service desk** operations, ticket review, escalation, workload assignment, staff coaching, evaluations, leave coordination, time record approval, and vendor communication. Provides hands on troubleshooting for Windows computers, laptops, printers, telephones, software, peripherals, cellular devices, mobile cameras, cabling, and **operating systems** through in person, telephone, email, and **remote support**. Maintains accurate service records, inventory data, installation histories, licensing controls, and repair documentation. Practical supervisory leadership supports dependable operations, clear communication, accountable service delivery, and responsive technology support for public service employees working across varied locations.

EXPERIENCE

IT Field Support Supervisor

January 2023 - Present

Suncoast Municipal Services

Palm Bay, FL

Supervise six IT support specialists serving administrative, operations, and field personnel across office and mobile work locations. Direct queue priorities, **service levels**, escalations, staff development, equipment deployment, inventory control, vendor cases, and operational records.

- Directed six specialists through daily queue planning, improving coverage for office and field personnel.
- Reviewed aging tickets and urgent incidents, restoring service across endpoint, **printer**, **telephone**, and software environments.
- Coached technicians through evaluations, skills reviews, leave planning, and time record approval processes.
- Standardized deployment checklists for computers, peripherals, **cellular** devices, cabling, and **mobile cameras**.
- Reconciled **inventory** and surplus records with installation histories, giving management dependable equipment visibility.
- Coordinated vendor cases and licensing questions, preserving clear records of repairs and remedial actions.

Senior IT Support Technician and Team Lead

June 2018 - December 2022

Atlantic Civic Technology Services

Melbourne, FL

Provided broad technical support across public service workgroups while serving as daily lead for four technicians. Balanced user support, work order assignment, remote assistance, endpoint deployment, mobile **camera** maintenance, repair records, licensing controls, and vendor coordination.

- Supported computers, **software**, printers, phones, cellular devices, peripherals, and cameras through multiple channels.
- Triageed service requests for four technicians, balancing **work orders** and escalating unresolved incidents appropriately.
- Installed **operating systems**, approved applications, cables, peripherals, and replacement hardware for employee workspaces.
- Programmed cellular data devices and **mobile cameras**, resolving connectivity issues for remote employees.
- Repaired **hardware** components within specifications, extending device life and keeping repair records current.
- Supported license compliance, inventory counts, vendor cases, and operational reporting for public service teams.

PROJECTS

Mobile Camera Deployment Program 📅 2024

Field equipment succeeds when setup feels ordinary. Standardized mobile camera preparation, cellular configuration, cabling checks, installation records, and user handoff steps for dependable deployment support.

Service Queue Accountability Review 📅 2022

A quiet queue can hide urgent work. Built a review approach for aging tickets, escalation paths, workload balance, and clearer records across distributed support operations.

LEADERSHIP & AWARDS

- Selected to supervise six specialists after sustained team lead performance and dependable field support delivery.
- Recognized by management for improving equipment records, deployment consistency, and service queue visibility.
- Trusted with technician evaluations, leave coordination, time record approvals, and personnel issue documentation.

EDUCATION

Associate of Science in Information Technology

2018

Eastern Florida State College GPA: 3.5

Melbourne, FL

Coursework: *Operating systems, network support, hardware maintenance, technical documentation*

CERTIFICATIONS

- CompTIA A+ 📅 2018
- ITIL 4 Foundation 📅 2022

TECHNICAL SKILLS

- **Service Desk Systems:** Ticket queues, help desk records, work orders
- **Endpoint Support:** Windows, desktop computers, laptops
- **Mobile Technology:** Cellular devices, mobile cameras, data devices
- **Print and Peripheral Support:** Printers, telephones, peripherals
- **Hardware Maintenance:** Component replacement, minor repairs, equipment setup
- **Network Cabling:** Cabling, data connections, device connectivity
- **Software Operations:** Operating system installation, software deployment, application configuration
- **Asset Management:** Inventory records, surplus equipment, installation history
- **Service Management:** ITIL 4, escalation procedures, service level oversight
- **Technical Documentation:** Problem records, remedial actions, installation reports
- **People Operations:** Staff training, performance evaluations, leave coordination
- **Vendor Management:** Hardware cases, software cases, licensing contacts

SKILLS

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|---------------------------|-------------------------|--------------------|-------------------|
| • IT Field Services | • Escalation Procedures | • Printer Support | • Hardware Repair |
| • Service Desk Operations | • Desktop Support | • Cellular Devices | • Asset Inventory |
| • Team Supervision | • Windows | • Mobile Cameras | • Vendor Support |
| • Ticket Management | • Software Installation | • Remote Support | |

PROFESSIONAL AFFILIATIONS

- IT service leadership community, sharing practical approaches for ticket escalation, inventory control, and technician coaching.
- Public service technology peer network, supporting dependable endpoint, mobile device, camera, and field operations.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST