

Professional Experience

American Family Insurance • 6000 American Parkway • Madison, WI • 608-242-4100

01 / 2000 - 02 / 2003 (Contractor through TekSystems, Inc – Documentation Specialist)

02 / 2003 - 02 / 2015 (Technology / Documentation Specialist)

02 / 2015 - 10 / 2015 (Knowledge Management Specialist)

Knowledge Management Specialist (assigned from Service Desk)

- Created and updated documents into the CA Service Desk Knowledge Management system (v12.7) for the primary purpose of Help (Service) Desk incident troubleshooting, classification, and assignment as well as other ITSM areas

Service Desk Documentation Specialist

- Maintained, updated, and added new content to Service Desk specific websites for training, project, policy/procedural, and rollout purposes
- Created and maintained Service Desk specific web forms (Eforms)
- Created and updated training guides (job aids) as needed for major software rollouts

Service Desk Technology Specialist Backup / Primary

- Performed basic administrative tasks in Service Desk Incident Management / ITSM tools (Clarify / HP Service Desk / CA Service Desk)
- Updated templates and custom web forms as needed for evolving outage notification processes in Outlook
- Coordinated with other technology areas to address Service Desk incidents and needs such as annual holiday hour changes
- Performed desk-side installs of PC hardware as needed (primarily at temporary locations)
- Served as additional resource for Service Desk outages

Service Desk Incident Management Tool Testing

- Coordinated with Service Desk management to develop and submit requirements for tool enhancements, fixes, and upgrades in QA, DEV, and PROD environments
- Worked with in-house CA Service Desk developers to test submitted solutions in test environments, and communicate results to management for sign-off
- Developed and maintained manual User Acceptance Testing (UATs) scripts to ensure conformity of testing across multiple testers and releases

Service Desk Business Continuity Preparation and Updates

- Organized yearly review of department business continuity plan with team members
- Updated documentation to reflect departmental changes and corporate / continuity initiatives

Sitel Technical Services • Madison, WI

03 / 1997 - 08 / 2000

Call Center Agent / Knowledge Management Specialist

- Worked exclusively on AT&T-based contracts for ISP and web hosting services, first as a call center agent then migrated to a knowledge management specialist position posting policy and procedural documentation to an internal website

Karl Thornton

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Career Accomplishments

- Key Service Desk representative in testing and documentation for 3 major Service Desk tool transitions: TPM to Clarify/eGain (2002), Clarify to HP Service Desk (2008), HP Service Desk to CA Service Desk (2011)
- Expansion of initial Service Desk Documentation Specialist role to include Technology Specialist, Business Continuity, Service Request, and Knowledge Management documentation duties
- Migrated Service Desk away from department-specific technologies (Readerboard, mIRC) to company-wide standards (qStats/i3, Microsoft Lync)
- Creation and maintenance of several internal Service Desk documentation websites since 2000

Software and Programming Skills

- CA Service Desk
- HP Service Desk
- Interactive Intelligence (i3 telephony)
- SunGard LDRPS
- Microsoft Outlook
- Microsoft Office
- Microsoft SharePoint
- Web Forms / Eforms
- HTML
- CSS
- JavaScript
- Wordpress
- Adobe Dreamweaver
- Adobe Photoshop
- Jasc Paint Shop Pro
- Search Engine Optimization (SEO)

Education

- ITIL v3 Foundation Bridge Certification – Loyalist Certification Services - 2010
- ITIL v2 Foundation Certification – Loyalist Certification Services - 2008
- Small Business Operations Diploma (1-yr program) – Madison Area Technical College ▪ 1992