

# Barry Koppal Jr.

Help Desk IT Manager

bkoppal@getadvantage.com

---

## Experience

### **Help Desk IT Manager at Advantage Industries**

August 2004 - Present (7 years 2 months)

- Coach and manage a team of help desk representatives
- Delivers technical support with outstanding customer service, satisfaction, and timeliness through telephone calls, email, live chat, and personnel requests
- Diagnoses computer problems remotely with users for a variety of issues
- Recommends software and systems modifications to increase user productivity
- Works closely with software staff to perform client program updates
- Identifies, researches, and resolves technical problems

### **Marketing/IT Support at Long Fence and Home, LLLP**

October 2001 - August 2004 (2 years 11 months)

- Responsible for managing day to day operations of telemarketing staff
- Responsible for hiring, training and supervision of call center employees
- Tracking of leads, calls and reporting analysis through CMS programs
- Developed training materials and procedures, and/or train users in the proper use of hardware and software
- Counsels and disciplines staff based on established corporate guidelines
- Software application and training support
- Network and hardware troubleshooting

### **Web Designer/Developer at Advantage Industries, Inc.**

March 2000 - October 2001 (1 year 8 months)

- Develops interface design, architecture and prototypes of the website, including layout, graphics design and navigation
- Created designs for new web sites, landing pages, e-newsletters, banners, and badges
- Animating web features using Flash such as splash pages, web banners
- Collaboratively works and communicates with developers
- Working knowledge of HTML, CSS, PHP and Adobe suites
- Estimates web site design schedule based on requirements

---

## Education

### **Prince George's Community College**

Computer Science, 1991 - 1993

---

## Honors and Awards

- 2010 Advantage Industries 1st Quarter Leadership Award
- 2010 Advantage Industries 4th Quarter Leadership Award
- 2011 Advantage Industries 1st Quarter Leadership Award
- AVG Reseller's Sales and Technical Training Certificate
- Axcient Certified Data Protection Administrator
- Barracuda Backup Service Certified Technician
- Barracuda Spam & Virus Firewall Certified Technician
- Barracuda Web Filter Certified Technician
- Barracuda Enterprise IM Server Certified Technician
- Barracuda SSL VPN Certified Technician
- Barracuda Link Balancer Certified Technician
- Dell Networking Technical Specialty Certification
- Dell Server Solutions Broadcasts Certification
- Dell Independent Courses Sales Certification
- SonicWall Certified Sales Representative
- SonicWall Certified Sales SSL-VPN
- SonicWall Network Security Certificate Of Completion

## Interests

- VTC DNS Certificate Of Completion
  - VTC Linux Professional Institute Level 1 & 2 Certificate of Completion
  - eBay Seller Purple Star Award
  - Lynda Acrobat X Certificate Of Completion
  - Lynda Photoshop CS5 Certificate Of Completion
  - Lynda DreamWeaver CS5 Certificate Of Completion
  - SETI Certificate Of Appreciation
-

# Barry Koppal Jr.

Help Desk IT Manager

bkoppal@getadvantage.com

---



[Contact Barry on LinkedIn](#)