

# GLEN L. ANDERSEN

---

693 N. 540 W. American Fork, UT 84003 (801)763-0586 glen.andersen@byu.edu

**Objective:** To work for a manufacturing company using or working towards lean processing.

Novell Corporation, Orem Utah

January 1999—August 2003

## **Support Team Lead**

Managed day-to-day operations of a 15 member GroupWise support team. Handled scheduling, engineer training, and resolved high impact customer issues. Improved online resolution database.

- Reduced initial customer hold time from 20 minutes to 5 minutes by rescheduling engineers corresponding with call volume
- Mentored 15 coworkers improving customer service and problem resolution – reducing gap in expectation and delivery
- Created curriculum certifying authors for technical solution submission to the online resolution database

## **Technical Support Engineer**

Partnered with Fortune 500 companies, government agencies, and state governments in planning GroupWise information systems, creating and improving contingency plans, and troubleshooting issues.

- Consulted with companies, government agencies, and state governments resolving GroupWise issues and planning for future network growth
- Improve IT network for Nuclear Regulatory Commission through on-site consulting
- Instructed client network administrators regarding best practices for disaster recovering following 9/11 terrorist attacks

Soft-One, Orem, Utah

December 1994—February 1997

## **Instructional Software Designer**

Designed instructional software for computer based trainings. Maintained Access and Paradox databases used for simulation training.

- Developed Computer Based Training (CBT) for Windows, Word, Quicken, NT, GroupWise, and Access
- Supervised and trained instructional designers

The Church of Jesus Christ of Latter-day Saints, Budapest, Hungary

July 1991—July 1993

## **Volunteer Representative**

- Trained and motivated new representatives
- Educated lay clergy on leadership skills and responsibilities

## EDUCATION

Brigham Young University, Provo Utah

2005

## **Master of Business Administration, Supply Chain**

Supply Chain Club President

American Express, Salt Lake City Utah

2004

## **Operations Intern, Service Delivery Network**

Brigham Young University, Provo Utah

1998

## **Bachelors of Science, Business Management**

## COMPUTER CERTIFICATIONS AND EXPERTISE

GroupWise CNE, NetWare CNE, Novell CNS, Visio, PageMaker, Access, Microsoft Office Suite