

Anthony Moncrieffe

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Professional Summary

Customer-focused IT Support Engineer experienced in distributed technical environments, networking infrastructure, and customer-facing systems. Skilled in troubleshooting hardware, software, and connectivity issues while supporting deployments, onboarding, and cross-functional collaboration through Jira and Agile workflows. Passionate about improving end-user experience and building secure, scalable IT support processes.

Core Competencies

Technical Support | Networking | IT Operations | Endpoint Troubleshooting | VoIP | Incident Management | Jira | Agile | User Training | Systems Deployment | Root Cause Analysis | Customer Support

Professional Experience

Retail Technical Support Engineer | Kambi Group plc | Philadelphia, PA May 2023 - Present

- Deliver Tier 3 technical support for customer-facing sportsbook platforms, backend applications, and network infrastructure in high-availability production environments.
- Lead deployment activities for new property launches, configuring hardware, software, and secure network connectivity to support smooth go-live operations.
- Troubleshoot hardware, software, and networking issues across customer environments, maintaining operational uptime and improving end-user experience.
- Deliver onboarding and technical training for staff and new hires, improving operational readiness and reducing recurring support requests.
- Use Jira and Agile workflows to prioritize incidents, track technical issues, and support operational improvement initiatives.
- Apply root cause analysis to resolve complex integration and connectivity challenges in fast-paced support environments.

Technical Support Representative | Netcarrier | Lansdowne, PA Jan 2022 - Apr 2023

- Supported business clients with VoIP, internet connectivity, and communication platform issues in a high-volume technical support environment.
- Resolved hardware and software issues remotely through structured troubleshooting and clear customer communication.
- Collaborated with engineering and programming teams to identify system errors and improve service reliability.
- Managed support requests through phone, email, and CRM tools while meeting service level expectations.

Technical Skills

Systems & Platforms: Windows 10/11, Linux/Ubuntu, Office 365, Jira, ServiceNow, CRM Tools

Networking: TCP/IP, DNS, VLANs, WAN/LAN, VPN, Network Troubleshooting, Secure Connectivity

Technologies: VoIP, Cloud Computing, Databases, Python, Git/GitHub, AWS Fundamentals

Methodologies: Agile, Incident Management, Root Cause Analysis, Technical Documentation, End-User Training

Certification & Education

Certificate in Cyber Security | Villanova University | September 2022

Overbrook High School | High School Diploma