

Anthony M. Wagner

TECHNICAL SUPPORT EXPERT • SYSTEMS THINKER • PROBLEM SOLVER
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Summary

Technical Support and Systems professional with experience managing high-volume client support, mobile app launches, and IT operations. Skilled in troubleshooting, diagnostics, customer service, and process optimization. Strong communicator with a proven ability to deliver clear solutions and maintain high satisfaction rates.

Skills

- Technical Support and Troubleshooting
- Help Desk Operations
- Diagnostics and Problem Solving
- Mobile Device Management (MDM) Support
- Ticketing Systems (Zoho Desk, similar platforms)
- Mobile App Production (iOS, Android)
- Process Design and Optimization
- Client Communication and Training
- WordPress and Web Management
- Digital Marketing Platforms (Facebook Ads)

Experience

Production & Support Manager

jācapps Solutions | 2024 - Present

- Created and implemented a structured product launch system supporting hundreds of iOS and Android apps
- Led cross-functional teams to deliver high-quality mobile app solutions while improving efficiency and consistency
- Built systems that make it easier to deliver high-quality apps at scale, without sacrificing speed or consistency
- Provided Tier 2+ technical support for app-related troubleshooting and escalations

Advanced Support Specialist

jācapps Solutions | 2022 – 2024

- Stepped into an advanced support role, providing high-touch assistance for 450+ mobile apps and resolving client-reported issues with speed and clarity
- Led the transition from reactive to proactive support by developing structured audit and update systems that kept apps current, stable, and compliant
- Collaborated closely with internal development and support teams to triage bugs, test fixes, and communicate resolutions to clients

Client Service Specialist

jācapps Solutions | 2019 – 2022

- Built and launched over 100 mobile apps, leading end-to-end setup, QA, and client onboarding
- Designed, and regularly optimized, our new app build process
- Solely supported 450+ apps for over 150 clients
- Facilitated all communication between clients and the team

IT Manager

Detroit Community Schools | 2017 – 2019

- Coordinated IT strategy for the district
- Supported all tech for 100+ staff members & 650 students
- Designed & implemented technology improvement processes

Freelance Computer Repair Technician

Self-Employed | 2008 – Present

- Provide in-home and remote computer support for individuals and small businesses
- Troubleshoot hardware, software, and network issues across Windows and macOS platforms
- Perform virus removal, system cleanup, data backup and recovery, and hardware upgrades
- Offer personalized training and recommendations for non-technical users
- Maintain high customer satisfaction through clear communication and fast turnaround

Education

Bachelor of Arts, Liberal Studies

University of Michigan–Dearborn | 2014

- Concentrations: Information Systems, Political Science, Anthropology
- GPA: 3.7, Graduated with Distinction