

SIDNEY IMPASTATO

Technical Support Specialist | Tier 2 Support, CRM Systems, Troubleshooting
Slidell, Louisiana | 985-502-8229 | sid.impastato@yahoo.com

SUMMARY

Versatile and results-driven professional with experience in technical support, surveillance operations, automotive sales, account management, retail leadership, and customer service. Strong background in troubleshooting, client relations, sales operations, and high-pressure problem-solving. Proven ability to adapt quickly, communicate effectively, and manage both technical and customer-facing responsibilities across multiple industries.

EXPERIENCE

Hollywood Casino Bay St. Louis – Surveillance Operator – Bay St. Louis, MS

2025 – Present

- Monitor casino operations using advanced surveillance and reporting systems.
- Investigate incidents involving theft, fraud, policy violations, and gaming compliance.
- Prepare detailed reports and coordinate with management and security personnel.
- Operate in a fast-paced, high-security environment requiring strong analytical skills and attention to detail.

Globalstar – Inside Sales Account Manager / Tier 2 Technical Support – Covington, LA

2016 – 2025

- Delivered Tier 2 technical support for satellite communication products across commercial, government, and consumer segments.
- Resolved escalated technical issues for [X]+ clients, handling activations, renewals, and complex troubleshooting scenarios.
- Managed customer accounts while maintaining strong long-term client relationships.
- Managed support workflows using CRM systems, ticketing platforms, and remote diagnostic tools to streamline issue resolution.
- Worked closely with internal departments to resolve operational and technical concerns efficiently.

Pep Boys – Commercial Sales Manager / Service Advisor – Slidell, LA

2012 – 2014

- Managed commercial automotive accounts and developed relationships with local repair shops and business customers.
- Oversaw outside sales operations, collections, and daily account management.
- Recommended maintenance and repair services range from routine oil changes to major engine replacements.
- Increased customer retention through strong communication and service support.

Walmart – Customer Service Manager – Slidell, LA

2011 – 2012

- Supervised front-end operations and coordinated teams of more than 50 employees.
- Assisted with scheduling, customer service escalations, cash handling, and daily operational support.
- Supported employee training and development in a high-volume retail environment.

Ford of Slidell / Nissan of Slidell – Sales Consultant – Slidell, LA

2006 – 2009

- Assisted customers with new and used vehicle purchases while providing financing and product education support.
- Developed strong communication, negotiation, and closing skills in a competitive sales environment.

- Built repeat business through customer service and relationship management.

Textron Marine & Land Systems – Maintenance Technician / Shipfitter – New Orleans, LA

2005 – 2006

- Performed industrial maintenance, shipfitting, plumbing, electrical work, and machinery repairs.
- Operated forklifts, cranes, boom lifts, trenchers, and additional heavy equipment.
- Assisted with safety training and forklift certification procedures.
- Performed welding, carpentry, crane recabling, and facility maintenance work.

SKILLS

Technical Support & Troubleshooting: Remote diagnostics, Satellite communication systems, Hardware troubleshooting, Software installation

Customer Support Systems: CRM platforms, Ticketing systems, Account management, Escalation procedures

Technical Knowledge: Network connectivity, Windows environments, System monitoring, Database management

Industry Experience: Telecommunications, Surveillance systems, Automotive diagnostics, Industrial maintenance

Soft Skills: Customer relations, Conflict resolution, Team leadership, Cross-functional collaboration

EDUCATION

University of Phoenix

Advanced Software Developer, University of Phoenix (2021)

Bachelor of Science in Information Technology, [2022]

Delgado Community College

Business Studies Coursework