



"We separate ourselves from others in our industry with history-making customer service."
-Dave Murray, CEO of Convergence Networks

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Convergence Networks' new staff part of 'history-making' customer service

MILWAUKIE, OR – (March 22, 2010) – Convergence Networks, a leading provider of I.T. services in the greater Portland metropolitan area, has added **Dylan Bruesch** and **Dillon Dunnington** to its growing company.

Bruesch has been hired as Network Administrator. He is responsible for maintaining and administering existing customer networks, performing network assessments, and working closely with Technical Services Directors to maintain customer relationships. With seven years of industry experience, Bruesch previously worked as a Network Administrator for Personal Shopper in Boise, ID. He earned an Associates Degree in Computer Networking Technology at ITT Tech of Boise.

As a new Service Technician at Convergence Networks, Dunnington responds to incoming customer requests, creates cases in the ConnectWise trouble ticketing system, troubleshoots and resolves issues remotely, and when necessary, he escalates cases to the appropriate party. Additionally, Service Technicians will sometimes travel to customer sites to handle issues that aren't able to be resolved remotely.

Most recently, Dunnington served as PC Repair Specialist/Technical Support Specialist for First Step Internet. He earned a BS in Industrial Technology at the University of Idaho.

Dave Murray, CEO of Convergence Networks, said the recent staff additions show the company's strong commitment to growth and exceptional customer service.

"We are unmatched in our history-making customer service," Murray said.

Since 2000, Convergence Networks, Inc. has offered businesses network services that include proactive monitoring, securing firewalls, anti-virus protection, and back-up systems. It also offers its clients remote connectivity, a host of services involving network support as well as network design capabilities. The company, with 33 employees, was named in 2005 as one of the fastest growing companies in Oregon by the Portland Business Alliance. Please visit www.cnwi.net or call (503) 906-1600 for more information.

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