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| **First M. Last**  212.222.2222 | [email@gmail.com](mailto:email@gmail.com) | [LinkedIn](https://www.linkedin.com/in/kevin-apolinario/) | | | |
| **HELP DESK TECHNICIAN**  Technical Support | Customer Support | Software Troubleshooting  Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:** | | | |
| * Help Desk Ticketing Systems * Problem Diagnosis * Technical Troubleshooting | | * Phone & Online Support * Office 365 Support * Emotional Intelligence | * Customer Service * Complaint Handling * Software Installs |
| **Technology Proficiencies** | | | |
| **Ticketing:** | Freshdesk, Jira Service Desk, ServiceNow | | |
| **Software:** | Active Directory, Office 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom | | |
| **Browsers:** | Google Chrome, Microsoft Edge, Mozilla Firefox | | |
| **Networking:** | LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS | | |
| **Platforms:** | Windows 10 Enterprise, macOS, Android, iOS, Chrome OS | | |
| **System Administration Experience** | | | |
| ***Windows Server 2016*** | **Hands-On Virtual Labs**   * Installed and setup VirtualBox, pfSense, Windows Server 2016, linked clones, and RDP. * Added Windows 10 client machines to Windows Server 2016 domain. * Created and modified Active Directory template user accounts to hold various properties. * Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop. * Created and linked Group Policy Objects (GPO) in Active Directory. * Setup Azure AD Connect for hybrid Azure AD join and seamless SSO using password hash sync. | | | |
| **Work Experience** | | | |
| McDonald’s Restaurant, New York, NY 7/2019 – Present  **Customer Service Associate**  Video provides a powerful way to help you prove your point. When you click Online Video, you can paste in the embed code for the video you want to add. You can also type a keyword to search online for the video that best fits your document.  **Key Contributions:**   * Maintained **outstanding** attendance and customer service ratings. * Video provides a **powerful** way to help you prove your point. | | | |
| Wendy’s Restaurant, Brooklyn, NY 3/2018 – 6/2019  **Customer Service Associate**  Video provides a powerful way to help you prove your point. When you click Online Video, you can paste in the embed code for the video you want to add. You can also type a keyword to search online for the video that best fits your document. | | | |
| **Education & Credentials** | | | |
| CompTIA A+  Microsoft 365 Certified: Fundamentals  MTA: Windows Server Administration Fundamentals  MTA: Windows Operating System Fundamentals  **High School Diploma**  Regent High School, New York, NY | | | |