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Professional Summary:

- Experienced Desktop IT Support Technician with over 08 + years of expertise in troubleshooting hardware, software, and network issues across various environments.
- Experienced in providing Server, Network and Backoffice support with 3.5 years' experience diverse industries.
- 1 year experience with malware analysis and remediation in B2C market
- 1 year of Network Operations experience.
- Proficient in deploying, configuring, and maintaining operating systems, applications, and peripherals for optimal performance.
- Skilled in using remote support tools like Remote Desktop, VPN, and Dameware to assist users efficiently.
- Strong knowledge of Active Directory for managing user accounts and permissions.
- Adept at utilizing ticketing systems such as ServiceNow and AutoTask for incident management and resolution. Demonstrated ability to train and support end-users on IT best practices and software usage.
- Excellent problem-solving skills with a focus on minimizing downtime and ensuring user satisfaction.
- Committed to continuous learning and staying updated with the latest technological advancements.
- Effective communicator and collaborator with cross-functional teams to achieve IT goals.
- Dedicated to maintaining a secure and efficient IT infrastructure. Proven track record of delivering high-quality technical support in fast-paced environments.

Education:

- Bachelor of Science in Electronic Engineering Technology
SOUTH DAKOTA STATE UNIVERSITY

Skills:

- | | | |
|------------------------------|--------------------------|-----------------------------|
| • PowerShell/Bash/Zsh | • AD/Group Policy | • TCP/IP |
| • Microsoft Azure | • Firewall/Proxy | • Reporting |
| • Notepad++/Visual Studio/VI | • Windows Server/Linux | • Desktop Support (7 years) |
| • Network troubleshooting | • DNS/DHCP | • Operating System |
| • Database | • User Support (7 years) | |
| • RAID/NAS/SAN | • Active Directory | |

Certifications and Licenses:

- Splunk Core Power User, August 2024 to August 2027
- Splunk Core User, August 2024 to August 2027
- CompTIA Pentest+, January 2024 to January 2027
- CompTIA CySA+, November 2023 to January 2027
- CompTIA Security, December 2020 to November 2026
- CompTIA Server+, July 2017
- CompTIA Network+, December 2020 to November 2026
- Qualys VDMR , June 2023 to Present
- Qualys Certified Specialists can deploy, operate and monitor the Qualys Cloud Platform to implement, manage and protect IT systems, devices and web applications.
- CompTIA A+ , December 2020 to November 2026
- ICF Certified Coactive Coach

Professional Experience:

LUSKIN ORTHOPAEDIC INSTITUTE FOR CHILDREN/ROBERT HALF - Los Angeles, CA

March 2023 to April 2023

Desktop Technician

- Provided Windows, Mac user technical support to research & hospital staff.
- Strengthen communication, collaboration, knowledge retention of client operations.
- Improved process for printer management ordering & supplies.
- Created Documentation for MFA/mobile exchange account setup, documentation for remote Citrixbased Careconnect applications.
- Modified and debugged PowerShell script for automating copy of files to multiple target machines.
- Provided account/AD support; Created AD accounts.
- Provided MFA (Duo)Airwatch/Hub support for Apple & Android devices.
- Troubleshoot zoom accounts; Troubleshoot MS Teams
- Troubleshoot client hardware/OS startup applications/OS Bootup.
- Provided critical hardware support for exam & surgical rooms.
- Troubleshoot Citrix & EPIC CareConnect EMR applications on Mac & windows devices.
- Coached junior staff.
- Ticket creation procedures.
- Leveraging Vendor support & Hardware troubleshooting methodologies.
- Asset inventory processes.
- VPN troubleshooting; Troubleshooting and testing WFH wireless setup.
- Citrix client troubleshooting.
- PowerShell Troubleshooting/Firewalls/Windows services.
- Client machine audits/client endpoint attack vectors & device hardening.
- Staff Onboarding process.
- Imaging/LanDesk.
- Departmental Documentation techniques.
- Inventory management.
- AD account maintenance/AD troubleshooting & Group Policy.
- Media-controller, Wireless PAN device troubleshooting; IPADs.
- Relationship building, customer service techniques.

VUBIQUITY/ROBERT HALF - Burbank, CA

May 2022 to February 2023

Network Operations

- Consulted with a skeleton crew on procedure, process and efficiencies within a 24/7 operation.
- Worked on a 9 – month afterhours project in Entertainment Media supply chain industry.
- Resolved 10+ tickets (L1, L2 & L3) after hours cases for telecommunication clients.
- Managed Mentor program for junior level members on Linux Server troubleshooting techniques and windows endpoints.
- Provide engineering support for partner content providers. Reduce MTTR by 50%.
- Improve image through leading department in live and satellite-based technology support. Reduced MTTR by 40%.
- Increase network operational efficiency by 30% through phasing out legacy controls.
- Fine tuning false positives in email and web-based reporting systems.
- Increased team member skill level and confidence by 50%.
- Audited junior team level work and improved operations by 40%.
- Coach and motivated staff while providing lead support for availability and cyber incidents
- Provide detailed reporting on site traffic and anomalies.
- Hands on experience in email phishing and malware analysis.
- Reduce MTTR for external clients by 45%.
- Enhance SDO, engage after-hours engineering support to reduce L3 MTTR by 40%.
- Reduced client linear engineering MTTR by 40%. Provide afterhours backup support.
- Repaired departmental reputation while holding team accountability for missed intrusions.
- Reduced improperly addressed alerts by 50% thereby strengthening our security posture.
- Reduced affiliate security incidents by 100%.
- Lead and managed support of all IT NOC tools / safeguards & monitored for anomalies and improving reliability of operations by 50%.
- Provided Server Maintenance and performance tuning of Aspera platform.

- Mentored junior staff on windows & application troubleshooting.
- Provided AD/Hardware/Windows and network support for internal staff.
- Troubleshot wireless devices within NOC infrastructure.
- Liaise with Network Engineering on WAN troubleshooting.
- Utilized Ethtool and netstat to troubleshoot network at affiliate sites.

FORTRA - Glendora, CA
Server Support Analyst

June 2021 to February 2022

- Troubleshoot, advise and consult on administration of windows server applications while providing mission critical support for data transfers
- Provided advisement and support for globally distributed client teams enabling the management of local, multi-site & high availability transmissions.
- Consistently resolved 10+ tickets per day (L1, L2 & L3) with client surveys above 90%.
- Equipped administrators with managing oversight of local, multi-site & high availability transmissions.
- Troubleshooting windows server registry for configuration issues.
- Troubleshot web-based applications utilizing virtual shares and web portal file sharing and sending.
- Troubleshot automation including scheduled triggered events, logic, file uploads, encryption, file and folder monitors.
- Resolved issues with remote on-premises and Fortra hosted Azure cloud instances.
- Advised administrators in configuring sophisticated granular logging.
- Utilize Wireshark for packet analysis and network troubleshooting.
- Troubleshooting dmz configurations, routing, errors and malfunctions
- Assisted clients on tuning technical controls to prevent and mitigate threats.
- Respond to malicious activity in client environments, investigate and mitigate threats.
- Educate and advise clients on log4j vulnerability and mitigation.
- Advised clients on application security measures that prevent exploitable attacks.
- Advised administrators in configuring sophisticated granular logging for a complex application.
- Troubleshot internal, external domain and anonymous user groups.
- Troubleshooting flooding and denial of service
- Troubleshoot and advised clients on generating, managing and creating custom reports
- Assist clients in configuring and troubleshooting security auditing and reporting for managing data
- Utilized tools like ProcDump and PROCMON for analyzing process and memory for analysis
- Troubleshot Server Upgrades & Backups involving 3rd party solutions.
- Troubleshoot File locking and DLP solutions
- Troubleshot Network latency/bandwidth issues.

Pankow Builders/Modis - Pasadena, CA
Helpdesk Technician

August 2019 to May 2020

- Consulted on an 8 – month project with end-user support and lifecycle management for an Architecture Engineering company in Pasadena, CA.
- Provided remote support for one branch office, one partner site and surrounding construction sites in
- Resolved 25+ tickets (L1, L2).
- Oakland and Los Angeles, California.
- Provided hardware, application and windows support for Lenovo devices.
- Supported Hosted WebEx client rollout.
- Provided application testing & rollout of office 365 upgrades utilizing PDQ.
- Performed update support utilizing windows cumulative, anniversary updates; Utilized WSUS for windows update testing.
- Respond to security incidents and remediate client devices throughout the organization.
- Performed client device audits.
- Provided interactive Video Conference room support & upgrade.
- Worked with vendor support to address warranty replacement.

- Provided mobile device support; Utilized AirWatch for auditing IPADS and iPhone devices.
- Coordinate tactical internal response to Knowbe4 orchestrated phishing campaign over 6-month period.
- Monitored & responded to active phishing threats, educating staff dynamically.
- Improved workforce phishing reporting accuracy and participation by 95%.
- Transition workforce to work from home, train and support users with VPN/network/Office365 issues.
- Mentored desktop support colleague on staff onboarding, desktop deployments, inventory process improvement & management.
- Improved device inventory/lifecycle management.

S & L Computers - Fargo, ND

November 2018 to March 2019

Junior System Administrator

- Provided server configuration & troubleshooting for small business owners.
- Provided remote and interactive onsite end user support of client sites.
- Provided onsite interactive education and consulting, support and upgrades.
- Provided remote support, education & consulting.
- Provided endpoint/Windows Server patching & host protection.
- Managed Licenses for office 365 and antimalware.
- Respond to phishing incidents by providing analysis and advisement on remediation.
- Managed & monitored system/agent upgrades.
- Remediated and advised on phishing & security incidents.
- Configured Microsoft Hyper-V setup windows 2012 server for internal operations.
- Troubleshoot, & updated remote SonicWALL devices.
- Provided mobile device setup and troubleshooting.
- Audited endpoints and Servers.
- Configured, setup and PC deployments.

CNH New Holland/Stefanini - Fargo, ND

January 2017 to October 2018

Deskside Technician

- Provided onsite end user technical support within an agricultural and construction equipment manufacturing plant utilizing ServiceNow.
- Provided OS support, machine migration, replacement and upgrades.
- Resolved 20+ tickets (L1, L2).
- Average ticket score grading for 2017/2018, 96.1%.
- On time/on schedule machine replacements & windows and MS office upgrades
- Average ticket score grading for 2017/2018, 96.1%.
- New Employee deployments 2017/2018, 100% on time.
- Respond and remediate security incidents with client devices throughout plant.
- Performed client security audits.
- Provided remote and hands on technical support & hardware/software lifecycle for offsite warehouse.
- Conference room support & Skype.
- Resource and liaise with outsource warehousing vendor.
- Provided support for mobile devices.
- Provided Hardware lifecycle management.
- Managed Inventory for client devices.
- Zebra wireless scanner/printer multi-site infrastructure testing and support.
- Coordinated & liaised with internal network mobile device resource & vendor.
- HP Network printer support.