

## Technical Support Specialist

Results-oriented IT professional with a proven track record in service management, technical support, and PC maintenance. Demonstrates the ability to make a significant impact in a fast-paced organizational environment.

Seeking to further develop my skills and advance my career by seeking challenging opportunities within a dynamic organization where I can contribute to the success of projects and day-to-day operations.

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### IT ADMINISTRATIVE EXPERIENCE

- Microsoft Office Suite
  - Slack
  - Quip
  - Google Workspace
  - Google Cloud Platform (GCP)
  - Microsoft Intune
  - JAMF
  - Slack
  - Zoom Video Conferences
  - Kustomer
  - Asana
  - Stripe
  - Atlassian Products (Confluence/JIRA)
  - Looker
  - Github/Gitlab
  - 1Password/Lastpass
  - AWS (Iam/Redshift)
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### COMPETENCIES

- Ability to adapt to changing environments and priorities
  - Proficient in identifying and resolving various network issues such as connectivity problems, slow performance, and incorrect network configurations.
  - Experienced in using tools such as ping, traceroute, and nslookup to diagnose and troubleshoot network problems.
  - Proficient in utilizing windows and mac computer systems and software
  - Capacity for self-taught learning and problem solving in unfamiliar topics with limited direction.
  - Approaches problem-solving with a strategic mindset, carefully considering all options to ensure efficient and effective resolution
  - Experience in managing devices, including cataloging inventory, deploying applications, and verifying system information using remote monitoring tools to ensure device compliance
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### PROFESSIONAL EXPERIENCE

SmartIT LLC, Westchester NY

Jan 2022 – Present

#### **L1 Helpdesk/Service Desk Technician**

- Conduct daily facilitation of remote IT support sessions, offering technical assistance to users on software and hardware related issues.
- Provision of technical support for application-related issues and troubleshooting for users
- Utilize standard operating procedures, existing knowledge, and problem-solving abilities to effectively handle ticket requests from multiple clients. Prioritize and escalate tickets as required to ensure efficient resolution.

- Coordinate employee on/offboarding by collaborating with HR and hiring managers, documenting updates in a tracking spreadsheet
- Creation and maintenance of user accounts on SaaS platforms, ensuring proper access and authorization levels.
- Implement SSO with 3rd party app integrations.
- Monitor Internal IT support channels and provide triage support to users
- Manage client license distribution through reseller platforms such as Pax8 and Ingram Micro Services
- Work with vendors to troubleshoot technical problems, address bugs, and advance processes for integrated services within the company.

**Aprecilove Technologies, Bronx, NY**

**Mar 2021 – Dec 2021**

### **IT Technician**

- Provided technical support to clients, assisting with domain registration, website setup, and hosting issues.
- Conducted virus and malware scans on Windows systems, successfully removing infections and ensuring system stability.
- Troubleshoot and resolved network connectivity issues, escalating to senior technicians as needed.
- Coordinated equipment and parts procurement for clients, maintaining accurate records and tracking in a centralized database.
- Conducted on-site assessments to determine client needs, recommending and procuring necessary hardware and software solutions.
- Responded to user requests for technical support, resolving issues related to email configuration, Office 365 file sharing, network printing and scanning.

### **PROFESSIONAL DEVELOPMENT**

**Western Governors University**

**Jan 2025**

***Bachelors of Science – Software Engineering***

Obtaining a comprehensive education in the principles of programming, data structures, algorithms, dev methodologies, project management

**Managing Google Workspace, Coursea.org**

**July 2022**

Acquired foundational knowledge and hands-on experience in administering Google Workspace for organizations.

**Intro to Google Workspace Security, Coursea.org**

**June 2022**

Acquired knowledge on securing Google Workspace environments and identifying and mitigating potential security threats.

**Comptia A+ 1001 & 1002**

**Dec 2021**

Demonstrated technical expertise in computer hardware, software, security, mobile devices, and troubleshooting.

**AWS Certified Solutions Architect – Associate**

**in view**

**CompTIA Network+ N10-008**

**in view**