

Patrick Postiglione

Skills Inventory: Desktop Support, Asset/Inventory Control, Helpdesk, Supervisory experience, Configuring/troubleshooting Networks (Hardwire/Wireless), Configuring Laptops and Desktops, Memory Upgrades, Imaging/Configuring Laptops and Desktops, Active Directory, Windows 10, Server 2012R2, 2016, 2018, Team Viewer, Backup Disaster Recovery, Connect Wise, TCP/IP, AD, Networking Protocols, Office 365, Meraki, Firewall, IBM Maas 360, MFA, Duo, Dark Web Scan, SharePoint, MSP, KnowB4 training, Labtech Automate, Connect Wise Manage, Unifi, Intune, Azure AD, OKTA, MDM

Experience

Service Technician

IT Radix

Whippany, NJ

March 2021 – Present

- Support Technician for an MSP that supports 50 plus small to medium sized businesses.
- Responsible for technical support for incoming tickets routed through Connect Wise Manage
- Remote assistance to all end users with technical issues using screen connect via Labtech management agents.
- Onboarding of new users; setting up laptops with software specified by customer.
- Active Directory/Azure support and administration (Account provisioning, group policy, permissions, and VPN Access)
- Office 365 support, maintenance, and administration (Account provisioning, migration from exchange, distribution group creation Enable/Enforce MFA)
- MDM Support – Monitor MS Intune Company portal - Manage and monitor devices in Endpoint Manager
- SharePoint administration and support
- Monitored daily backups through Code 42's CrashPlan Backup portal
- Monitor Spam/Phishing email attempts through Barracuda and other 3rd party email management tools
- Troubleshoot and Configure Meraki, SonicWall and Unifi network hardware
- Primary Technician on several Key customer accounts
- Responsible for New user/Account onboarding and terminations
- Handle escalation tickets from Junior staff who are unable to resolve issues
- Serve as primary onsite technician 2 days a week at high profile client



Systems Engineer

Techwerxe

Livingston, NJ

August 2020 – March 2021

- Responsible for initial triage of all incoming tickets managed through ConnectWise
- Remote assist all end users with technical issues, escalating to on-site tech when needed
- Onboarding of new users; setting up laptops with software specified by customer
- Active Directory/Azure support and administration (Account provisioning, group policy, permissions, and VPN Access)
- Office 365 support, maintenance, and administration (Account provisioning, migration from exchange, distribution group creation). SharePoint administration and support
- Monitored and maintained all Backup solutions through Datto BDR portal
- Setup and monitored all security solutions for customers (Cisco Umbrella, IBM Maas 360, Sentinel One, Trend Micro AV, ID Agent Dark Web Scan)
- Monitored and maintained customer configured firewalls, addressing all security alerts

Solutions Engineer

TGI Office Automation

West Caldwell, NJ

11/2017 – 03/2020

- Responsible for assisting Sales team in all managed IT solutions that company offers by acting as the technical resource to explain what solutions would best fit the customer's needs
- Go on-site to potential customers and perform initial IT assessments to identify pain points in their infrastructure and offer solutions to those issues
- VCIO for all technical and BDR related solutions
- Technical Account Manager (TAM) for Managed IT Solutions Customers
- Create SOW's regarding scope of work for all potential solutions sales from start to finish
- Reports directly to Director of Presales Solutions
- Perform onsite technical assistance when Helpdesk is unable to resolve issues remotely
- Address all pre-sales and IT solution-based tickets via Connect Wise

Systems Engineer**LDI Color Toolbox**

New York, NY August 2016 – October 2017

- Configuration of MFPs purchased by customers, (Network configuration and customization of devices to fit customer's needs)
- Configuration of Fierys print servers, customization of equipment to meet customers' needs
- Installation of Papercut and E-copy software
- Troubleshooting of network issues related to printing and scanning

Jr. IT Administrator**TGI Office Automation - West**

Caldwell, NJ September 2013 - October 2016

- Responsible for all Hardware/Software support for companies NJ offices
- Monitored and maintained NJ Data Center
- Created Asset Management Matrix in order to get company issued assets tracked and organized
- Handled all network related issues (Punching down a new network drop, programming switches, monitoring network performance issues)
- Involved in creating On-Boarding process to help streamline new hire process
- Responsible for all IT related purchases for the entire company using E-Automate software
- Assisted in creating SOP's in order to have documented instructions for IT related procedures
- Monitored, tracked and created all IT related issues using Solar Winds Helpdesk ticketing software

Education**Associates Degree in Information Technology**

County College of Morris 2009

Certificate in Program of Network Administration

Chubb Institute

2001

Certificate in Cyber Security

County College of Morris June 2020