

IT Support Technician

Military Veteran with 4 years of hands-on IT experience supporting clients in MSP environments. Skilled in troubleshooting, customer support, network administration, and cloud systems. Strong foundation in Windows Server, M365, cybersecurity tools, and documentation platforms. Bilingual in English and Spanish.

Technical Skills

Certifications: CCNA, Fortinet NSE1/NSE2

Systems: Windows 8/10/11, Windows Server, Hyper-V, VMware

Tools: Active Directory, Microsoft 365, Datto RMM, IT Glue, Autotask, Acronis, Bitdefender, Cisco Meraki, Fortinet, Auvik, Rocketcyber, AutoElevate, Bullphish

Networking: DHCP, DNS, TCP/IP, LAN/WAN

Cloud: Azure, Intune, FortiCloud, OneDrive, SharePoint

Languages: English C Spanish

Professional Experience

Mid-Sized MSP - Help Desk Support Technician

July 2025 - August 2025

- Resolved multiple employee identity and authentication tickets.
- Ensured departmental consistency and reduced knowledge gaps by maintaining and updating a 10+ page SOP used by 50 employees.
- Improved workflow clarity across cross-functional teams through refinement of internal process documentation and SOP standards.
- Strengthened enterprise security posture by resolving password reset requests and activating multi-factor authentication, reducing account risks.
- Minimized exposure and reduced IT escalations by proactively guiding employees through multi-factor authentication setup and secure password practices during multiple service desk interactions.
- Tools Used
 - Cisco Jabber Version 14

- ServiceNow
- Cisco Finesse Upstreamworks UWF
- Microsoft 365 (Outlook, Teams)
- Oracle Identity Self Service
- ID Dataweb human identity and environment verification provider
- DUO multi-factor authentication

Small MSP – IT Support Technician / Engineer

Aug 2022 - June 2025

- Supported 100+ users across diverse industries, handling Tier 1-2 issues remotely and on-site using Datto RMM and Autotask.
- Maintained Windows Servers, Active Directory, DNS/DHCP, and Group Policies to ensure smooth client operations.
- Managed firewalls, switches, and access points (Meraki, Fortinet,) for secure, scalable networks.
- Handled M365 tenant setups, device imaging, endpoint protection, and user provisioning during new client onboarding.
- Provided phishing simulation training and cybersecurity awareness using Bullphish, reducing security incidents.
- Implemented disaster recovery solutions (Datto, Acronis) and improved data backup strategies.
- Documented SOPs, credentials, and asset inventories in IT Glue and SharePoint for internal knowledge sharing.

Mid-Sized MSP – Configuration Technician

Aug 2021 - Jul 2022

- Imaged and deployed PCs and Chromebooks using PDQ Deploy and custom scripts.
- Performed Tier 1-2 support: remote desktop, Active Directory, file shares, VLANs, and Hyper-V/VMware VM management.
- Configured FortiCloud access points and switches; supported Office 365 administration and end-user issues.
- Assisted with network troubleshooting and performed basic command line diagnostics.
- Built and configured new desktops and entry-level servers for client deployments.

Communications Firm – Communications Technician

Nov 2020 - Feb 2021

- Installed, programmed, and tested low-voltage security systems and smart devices.
- Pulled and terminated structured cabling for residential and small business clients.

Manufacturing Firm – Flexographic Associate / IT Support

May 2013 - Nov 2020

- Supported small internal network and Windows domain; helped deploy and configure Windows Server 2016.
- Handled basic troubleshooting of user accounts and hardware within the production environment.
- Operated and maintained flexographic equipment, balancing both IT and operations roles.

Communications Firm – Operations Representative

Feb 2008 - Jan 2013

- Used proprietary software for diagnostics and equipment provisioning.
- Managed warehouse operations, inventory, and quality control processes.
- Provided customer service to technical and office staff.

Education s Training

IT Career Lab - National Able Network, Chicago, IL

Cisco C Microsoft Academy Training | *May 2021 - Aug 2021*

- Hands-on labs in networking, server management, and M365 deployment.

Harper College - General Studies | *Feb 2005 - Aug 2005*

Fenton High School - Diploma | *1997 - 2001*

Military Service

United States Navy - *Airman / Corpsman*

Feb 2004 - Feb 2008

- Maintained mission-critical aviation equipment and inventory logistics.
- Worked cross-departmentally on amphibious assault ships; held security clearance.