

SKILLS

Microsoft Office 365
Administrator Portal

Backup Software:
Barracuda and Datto

Active Directory

Basic Networking

Network Infrastructure

Server Maintenance

Preventative Maintenance
(Laptop, Mobile Device, PC)

Documentation and
Reporting

IT Operations

Security Awareness

Attention To Detail

Problem-Solving

Adaptability

Operating Systems (Mac,
Windows, iOS, Android)

Information Security
Applications: Microsoft
Office (Word Excel, Visio,
Powerpoint), Adobe Suite

Experienced IT NOC Professional with a strong background in customer interactions, proficient in network monitoring, troubleshooting, and maintaining network infrastructure. Skilled in providing technical support, conducting routine checks, and escalating issues as necessary to uphold network stability and reliability. Successful track record in implementing new systems, managing projects, and adept at adapting to new environments and concepts swiftly. Utilizes extensive technical expertise to troubleshoot and resolve user issues efficiently.

WORK EXPERIENCE

Helpdesk Specialist / NOC Technician Larger MSP

03/2023 - Present

Hauppauge, New York

- ❑ **Network Monitoring:** Monitor network performance, availability, and security using monitoring tools and software; respond to alerts, alarms, & notifications to identify and resolve network issues in a timely manner
- ❑ **Troubleshooting and Diagnosis:** Perform initial troubleshooting and diagnosis of network-related problems and EMR/ EHR software including connectivity issues, outages, maintenance, and performance degradation
- ❑ **Cloud Computing Experience:** Own administration of VMware and support for Vcenter, ESXi, Hosts, & VMs; execute multi-factor authentication (Azure Cloud Solutions); troubleshoot Azure Virtual Desktop experience
- ❑ **Active Directory:** Maintained internet domains via active directory; optimized server capacity and performance to upkeep demand in network traffic; manage servers via Auto Task Ticket System
- ❑ **Incident Management:** Log and document incidents, service requests, and resolutions in ticketing systems or incident management platforms; developed data security, backup, archiving, and retrieval procedures
- ❑ **Network Maintenance:** Perform routine maintenance tasks, software upgrades, and system configurations to ensure optimal network performance and reliability; configure & implement vendor-supplied software
- ❑ **Technical Support:** Provide technical HelpDesk Level I and II support and assistance to end-users, customers, and internal stakeholders regarding network-related inquiries, problems, printers, and requests; serve as the primary contact for clients 24/7, managing network monitoring responsibilities through on-call duty
- ❑ **Documentation and Reporting:** Maintain accurate company documentation, network diagrams, and configuration files for network devices, systems, and procedures
- ❑ **Remote Desktop:** Leverage Kaseya & Bomgar to remote into workstations, manage network infrastructure via Traverse for 100+ clients across education, healthcare, government, finance & accounting verticals
- ❑ **Project Management:** Manage technical projects from initiation to completion, ensuring timely delivery of technical specifications to end-users consistently

Technical Support Analyst Larger MSP

05/2022 - 04/2023

Port Washington, NY

- ❑ **Root Cause Analysis:** Provided product and service troubleshooting leveraging knowledge bases and proprietary troubleshooting techniques to identify the root cause of hardware and software issues
- ❑ **Collaboration:** Partnered with Retail Store Associates by providing technical information about products
- ❑ **Customer Service:** De-escalated all issues via phone, remote connection, and over the internet. Document all issues and solutions and implement service recovery to ensure high customer satisfaction
- ❑ **Troubleshooting:** Diagnosed printers, networks, Windows and Mac OS, Microsoft 365 via Eassedesk ticket system

EDUCATION

Bachelor of Arts, Computer Science Pace University

2003

New York, NY

TECHNICAL CERTIFICATES

CompTIA A+, MS Office Basics, Customer Service Certifications | Med Certs (2022)

ITF+ Fundamentals | Med Certs (2021)