
TECHNICAL SUPPORT PROFESSIONAL

CLIENT ENGAGEMENT | PROACTIVE TROUBLESHOOTING | EFFICIENT ISSUE RESOLUTION

PROFESSIONAL SUMMARY

Seasoned IT Support Engineer with over 20 years of hands-on experience in technical support, systems administration, cloud services, and end-user engagement. Proven ability to resolve complex issues quickly and efficiently in high-demand environments. Skilled in Microsoft Exchange, Azure, Active Directory, virtualization, and hybrid infrastructures. Adept at managing support teams, handling client escalations, and implementing secure, reliable systems. Recognized consistently for top-tier customer service, documentation, and ticket resolution volume. Committed to delivering clear communication and empathetic technical support that strengthens user trust and satisfaction.

CERTIFICATIONS

Microsoft Certified: Azure Virtual Desktop Specialty (AZ-140), 2025

Microsoft Certified: Security, Compliance, and Identity Fundamentals (SC-900), 2024

Microsoft Certified: Azure Fundamentals (AZ-900), 2022

StorageCraft Certified Engineer (SCE), 2018

SonicWall Network Security Basic Administration (NS-102), 2014

Apple Certified Support Professional (ACSP), 2011

Microsoft Certified Desktop Support Technician (MCDST), 2006

Microsoft Certified Professional (MCP), 2006

HDI Certified Support Center Specialist & Help Desk Analyst, 2006

Continuum Portal Certified

PROFESSIONAL EXPERIENCE

Real-Estate Focused MSP

June 2018- July 2025 Support Tech III

October 2021 – July 2025

- Delivered remote technical support in an Azure cloud environment using Partner Center and tools like CIPP
- Provided AVD and WVD support via ScreenConnect remote access
- Administered remote Hyper-V servers using Nedio and Azure tools
- Maintained Conditional Access policies and device compliance through Entra
- Authored and maintained detailed documentation for technical procedures
- Recognized with multiple monthly awards for top ticket volume and customer satisfaction

BC/DR Provider– Support Engineer II

June 2018 – September 2021

- Delivered technical support in a VMware and Citrix XenApp environment
- Administered Active Directory, including user accounts, security permissions, and GOP
- Diagnosed and resolved VPN issues; managed DNS and DHCP configurations
- Provided hands-on support for racking and configuring servers, routers, and switches
- Monitored and remediated ShadowProtect backup chains to ensure system reliability
- Led technical projects and created detailed documentation for internal use

Mid-Size MSP

May 2006 – January 2018

Support Center Manager (2015–2018)

Support Center Supervisor (2014–2015)

Support Center Coordinator (2014)

Senior Support Center Engineer (2008–2014)

Support Center Engineer (2006–2008)

- Oversaw support center operations managing over 600 endpoints, including Citrix-hosted desktops
- Supervised 8 direct reports; implemented coaching, training, and performance evaluation practice
- Delivered remote and on-site support for hardware, software, and systems
- Installed and configured desktop hardware, software, and operating systems

Key Achievements:

- Cybersecurity Remediation: Resolved executive spam issue by analyzing logs, updating firewall settings, and enforcing secure password policies
- Client Retention: Defused high-conflict client relationships using the HEAT model, building rapport and restoring trust
- Exchange Outage Recovery: Remediated Exchange server downtime in 30 minutes by purging logs and remounting the Information Store, saving vendor costs

EDUCATION

Broadcast Engineering & Media Technology

Connecticut School of Broadcasting – Wellesley Hills, MA

Completed immersive hands-on training in studio operations, transmitter systems, and on-air production (1986)

Television & Media Production

Greater Lowell Technical High School – Tyngsboro, MA

Concentration in post-production editing, camera operations, directing, and computer graphics (1978–1982)

REFERENCES

Available upon request