

MSP Level II Helpdesk Technician

Self-motivated tech nerd with a strong background in Customer Service, Microsoft Office products, Technical Troubleshooting, and Technical Knowledge. Proficient in Active Directory, Endpoint, Intune, Azure, and various VPNs. Seeking an opportunity to utilize my expertise in troubleshooting, OS support upgrades, and data transfer to contribute to the success of the organization.

Key Skills

- **Customer Service Excellence:** Proven ability to deliver top-tier customer support in high-pressure environments, resolving technical issues quickly and professionally.
- **Technical Troubleshooting:** Expertise in diagnosing and resolving hardware, software, and network issues for end users, with a strong focus on Windows OS support and performance optimization.
- **Active Directory & Azure:** Skilled in user account management, system configuration, and access control, ensuring secure and efficient user experiences.
- **VPN & Network Support:** Proficient in configuring and supporting VPN solutions (Cisco AnyConnect, Forticlient, Global Protect) to enable secure remote access.
- **Microsoft 365:** Experience with M365 administration, including SharePoint, OneDrive, email configuration, and user support.
- **A/V Support & Conferencing:** Experience supporting audiovisual systems in conference rooms and managing collaborative tools such as Teams.
- **IT Service Management:** Expertise in managing service requests and troubleshooting through ITSM tools like ServiceNow and ConnectWise, ensuring SLA compliance.
- **Automation:** Proficient in PowerShell scripting to automate routine tasks and streamline administrative processes.

Professional Experience

Large MSP – Tier 2 Engineer

March 2022 – Present

- Provide Tier 2 support to end users, resolving hardware and software issues related to desktops, laptops, and peripheral devices via phone, email, and remote tools (ConnectWise, TeamViewer).
- Configure and support VPN connections for secure remote access using Cisco AnyConnect, Forticlient, and WatchGuard VPN solutions.
- Administer and troubleshoot Microsoft 365 services, including email setup, spam filters, SharePoint Online, and Zee Drive, ensuring smooth operations for clients.
- Support legal industry-specific applications such as iManage, NetDocuments, and DocuSign, tailoring solutions to meet client-specific needs.
- Troubleshoot network connectivity issues, ensuring optimal performance and minimal downtime for end users.
- Manage user accounts, permissions, and access rights in Active Directory and Azure, maintaining secure access controls.
- Document and track service requests, resolutions, and troubleshooting steps in ConnectWise and ServiceNow, ensuring timely and effective issue resolution.

Government Organization – Various Locations

Senior Administrative Assistant / IT Support Specialist

March 2009 – Present

- Manage IT support functions, including user account creation, system access, and onboarding for internal team members.
- Provide technical support for systems like Teams and A/V equipment in conference rooms.

- Conduct troubleshooting for user system access and software conflicts, improving team productivity and system reliability.
- Perform administrative tasks for leadership, including handling sensitive correspondence and recommending immediate technical solutions.

Education & Certifications

- Google IT Support Professional Certificate, June 2021
- Microsoft 365 Certified: Fundamentals, October 2022
- Certificate of Information Technology, Atlanta Metropolitan State College
- High School Diploma, Booker T. Washington Comprehensive High School

Additional Skills

- IT Service Management: ServiceNow, Genesys Cloud, Autotask
- Hardware & OS Support: Windows 10 & 11, Hardware troubleshooting
- Scripting & Automation: PowerShell, batch scripting
- Audio/Visual Support: Conference room AV setups

References available upon request.