



IT Support Technician

An experienced IT Support Technician who enjoys optimizing workflows, analyzing patterns, and identifying the root cause of issues. Possesses strong analytical abilities and tirelessly strives to bring about solutions to any given problem. Thrives in a fast-paced environment; diligently working until the job is completed. Experienced as a Managed Service Provider.

Work Experience

Small OC Based MSP

Torrance, CA • 03/2017 - 05/2025

IT Support Technician

- Served as a point of contact between end-users and other IT teams such as Network Operations or IT Management
- Assisted in the deployment of software updates and patches to end-user devices
- Participated in regular team meetings to discuss ongoing projects, challenges, and best practices
- Primarily Windows OS and iOS support
- Tasked with contacting 3rd party vendors such as Dell for vendor support (i.e. warranty issues, specific product information for desktops/laptops/docks/monitors or specific tech support requirements to help solve issues with their product...etc.)
- Maintained a detailed inventory of IT equipment (desktops, printers, docks, servers, switches..etc.), relevant software and licensing information
- Provided expert IT consultation tailored to diverse client needs, fostering collaboration and ensuring seamless technology integration across multiple platforms.
- Mitigated ransomware attack for 150+ users within a reasonable timeframe, promptly re-installing operating systems, software, and re-establishing connectivity with servers / VM's / VPN's.
- Assisted in projects including setup and installation of devices such as Brother printers / switches (netgear and aruba) / VPN's (sonicwall) / software ERP migration (NAV Dynamics) / Camera Systems and virtual machines (Hyper-V)
- Assisted with Setup of user accounts through AD users & groups as well as email accounts through Microsoft Exchange 2013 (on-prem)
- Utilized FreshDesk ticketing system

Skills

- Active Directory Users & Groups
- Adobe Acrobat
- Android
- Asset Tiger
- Basic network troubleshooting
- Brother Printers
- Desktop Support
- FreshDesk
- Hyper-V
- Inventory Management
- iOS
- Laptop Support
- Microsoft Dynamics NAV (on-prem)
- Microsoft Exchange
- Microsoft Office Suite
- Microsoft Teams
- Mobile Device Support
- NetGear equipment
- Remote Desktop Protocol
- Rippling
- SonicWall
- TCP/IP
- Windows OS
- Windows Server 2016/2019
- Zoom

Education

High School Diploma

Arcadia High School

Arcadia, CA
09/2004 - 06/2008

- Provided IT support and consultation for several businesses, ranging from small to large.
- Provided support for collaboration software such as Microsoft Teams and Zoom
- Utilization of asset management software such as Asset Tiger and MDM software such as Rippling
- Tasked with re-imaging and deployment of Windows OS through MDT
- Engaged with mid-level management regarding relevant IT issues, problems, and solutions
- Experience with a "white glove" level of support for executives at a help desk level

Projects

Ransomware Mitigation

03/2025 - 04/2025

- Helped mitigate a ransomware attack against a large business of 250 users and over 250+ devices (servers, printers, desktops, laptops, switches, access points..etc.)
- Created documentation, roadmaps, and constant contact with management about restoration progress
- Assisted with re-installation of Operating Systems, Critical Software Systems, VPN's, and network connectivity.
- Spoke with 3rd-party vendors such as Dell to assist in implementing antivirus software, data recovery, and ensuring the network is clean of any bad actors

VPN Installation (SonicWall)

05/2023 - 06/2023

- Ensured VPN software was properly installed on 150+ devices (laptops, desktops..etc)
- Contacted each employee to ensure a proper understanding of how to use the VPN as well as providing documentation
- Assisted with the implementation of VPN systems and ensured proper connectivity

Microsoft Dynamics ERP Implementation .

05/2019 - 06/2019

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- Assisted with implementation and installation of NAV Dynamics on 100+ devices such as desktops/laptops
- Provided documentation and roadmap of the installation progress
- Ensured all data was secure and connected to the databases
- Ensured installation was properly followed
- Regular updates provided to IT management