



IT Support Specialist | Migration Specialist | Office 365 C Azure Expert, 8+ years of IT support experience, and 2+ years of escalation experience, so 2+ years of MSP/VAR experience, because Office 365, Azure Virtual Desktop (AVD) C IT infrastructure experience, thus Remote and independent work experience.

Skills: Office 365, Exchange Online, Teams, SharePoint, OneDrive, Azure PaaS, SaaS, IaaS, Virtual Networks, AVD, IT infrastructure, servers, virtualization, Active Directory domains, networking, endpoint management, Intune MDM, Autopilot, troubleshooting, analytical thinking, communication, and remote work, therefore, are essential for this role.

Experience

Mid-size MSP, Technical Analyst II, Sep 2022 - Present | Camarillo, CA, where I escalated support C resolution for complex issues, and achieved 95% first-call resolution, because Office 365 (Exchange, Teams, SharePoint, OneDrive), thus I was able to, Deployed and configured 100+ users hardware with Intune MDM and Autopilot, and provisioned user accounts in Active Directory, so I was able to reduce onboarding time by 20%, therefore, I provided remote/on-site support for 150+ users.

Healthcare Company, Technical Analyst II, Apr 2016 - May 2022, West Hills, CA, where I led 750-device hardware upgrade, and secure data migration, with minimal downtime, thus I provided 24/7 IT support for software, printers, and OS upgrades, because I was able to, Train users on the systems and security best practices, so I decreased phishing attempts by 40%, and utilized ITSM ticketing software for issue tracking and resolution.

Health Insurance Company, Help Desk Analyst I, Aug 2015 - Mar 2016, Woodland Hills, CA, where I provided multi-state phone and remote assistance, and achieved and maintained high user satisfaction, because I provided Office 365 support, and assisted with onboarding users on new platforms, thus I developed user guides for troubleshooting, so I decreased repeat calls by 50%.

Education: MBA Management, Keller Graduate School of Management, Jan 2013, and BS Information Technology, University of Phoenix, Jan 2005, therefore, I have a strong educational background.