



SUMMARY

Dedicated Desktop Support Technician with over 5 years of experience in troubleshooting and resolving IT issues. Skilled in VoIP, network maintenance, and customer support with a proven track record of enhancing user satisfaction. Successfully monitored and maintained network devices, improving performance and reliability. Committed to providing exceptional technical support that aligns with business needs, ready to bring expertise to enhance system efficiencies for any organization.

WORK EXPERIENCE

02/2020 – 06/2025	Tier 1 Support, Large MSP	Somerset
	• Diagnosed and reported VoIP performance issues, ensuring reliable communication services • Ensured the highest levels of customer satisfaction by promptly addressing queries and concerns • Resolved customer requests and issues efficiently, achieving a significant reduction in resolution time • Answered calls and created tickets through ConnectWise, streamlining service management workflow • Troubleshoot switches and Edgemarks to maintain network reliability and performance	
12/2019 – 02/2020	L2 NOC Engineer/Help Desk Support, IT Infrastructure Management Services	Princeton
	• Executed troubleshooting on systems, effectively resolving issues encountered during operations • Monitored network performance and detected issues proactively, ensuring minimal downtime • Developed and instituted comprehensive network maintenance activities, enhancing overall system stability • Oversaw network devices, including routers, servers, and switches, to ensure optimal functionality • Employed troubleshooting techniques to support workstations, networked printers, hubs/switches, routers, and circuits • Delivered desktop and network support for the Information Technology customer base, enhancing user experience	
06/2022 – 02/2023	IT Support (Part-Time), Property Management Company	New York
	• Performed troubleshooting on systems, effectively resolving issues to maintain productivity • Monitored performance across Windows, Mac, printers, and workstations to ensure seamless operation • Installed, modified, and repaired computer hardware and software, ensuring efficient system functionality • Responded to customer inquiries via phone, email, and computer chat, providing timely technical support	

EDUCATION

2019 – 05/2019	Central Career School Certified, Computer Network and Network Security	South Plainfield
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SKILLS

CompTIA A+	CompTIA Network +
Configuration of Windows Servers	All Microsoft Office Applications
Troubleshooting	IT Experience