

IT Support Specialist

Professional Summary

Experienced IT Service Desk Lead with over 10 years in information management and digital services. Skilled in leading support teams, improving service workflows, and delivering user-focused solutions aligned with ITIL best practices. Committed to driving operational efficiency and a high standard of customer service.

Technical Skills

Network Support

- Shared Drives
- DNS/DHCP
- Wireless Printer Setup
- Network Printer Setup

Cloud & Email

- Microsoft 365
- Microsoft Exchange Email
- AWS (login/auth)
- ActiveSync
- Citrix
- VDI

Ticketing Systems

- ServiceNow
- Zendesk
- Jira
- Fresh Service

Operating Systems

- Windows
- macOS
- iOS
- Android OS
- MDM
- Ricoh & non-Ricoh MFPs

VPN & Access

- Cisco AnyConnect
- FortiClient
- GlobalProtect
- BIG-IP Edge Client

Security Tools

- Spam Filtering
- Device Policies
- Malware Remediation
- Account Permissions

Remote Tools

- TeamViewer
- LogMeIn Rescue
- Bomgar
- Proprietary RS Tools

Printer Software & Tools

- SLNX
- PaperCut
- PrinterLogic

Certifications

- Microsoft 365 Certified: Fundamentals (MS-900) | Completion Date: June 2025
- Cisco Certified Support Technician (CCST) IT Support | Completion Date: March 2025
- ITIL 4 Foundation: IT Service Management | Completion Date: October 2024
- MD-102: Microsoft Endpoint Administrator | Completion Date: In Progress

Professional Experience

Large MSP | Duluth, GA | August 2013- Present

Ricoh offers office printing and services, commercial and industrial printing, and IT services. Ricoh operates in 200 countries and regions, serving over 1.4 million businesses.

Lead IT Service Desk Specialist

- Managed global 24-hour Tier 1 and Tier 2 support for enterprise clients in the education system, legal, healthcare, and other industries.
- Troubleshooted over 20–30 endpoint and connectivity issues for users, groups and entire sites via phone calls, through various ticketing systems, and Teams chats daily.
 - Resolved endpoint and infrastructure incidents using ticket systems such as ServiceNow, Zendesk, Jira, and FreshService.
- Delivered Microsoft 365 support, including: Exchange mailbox config., Distribution List management, mobile sync, and email rule customization, etc.
- Support print architecture relating to high availability load balancing, and redundancy within VDI (Citrix) environments. Support also includes enterprise print queues and driver workflows (Servers, Driver Pkgs, etc.)

- Administered Active Directory account management, including password resets, unlocks, and permissions.
- Configured and troubleshot mobile device management (MDM) policies and apps, including email sync and security compliance (Microsoft Intune, IBM MaaS360, etc.)
- Supported enterprise environments across Windows, macOS, iOS, and Android platforms.
- Delivered Tier 1/Tier 2 network troubleshooting: DNS/DHCP, VPN, and wired/wireless printer setup.

Vernon Key Jr.

IT Support Specialist

Professional Experience

Technical Support Specialist

- Identified and diagnosed 40–50 printing issues (hardware, firmware, software) for Ricoh and third-party devices daily.
- Supported end-users through remote configurations for MFPs and printer-embedded solutions; VPN, Citrix, Terminal Server, VDI desktops.
- Created troubleshooting steps in various ticketing systems with appropriate escalation paths.
- Designed Knowledge Based (KB) articles, troubleshooting guides, runbooks, and other relevant documentation. (Knowledge-Centered Services Trained)

Senior Printer/Copier Shop Technician

- Performed advanced diagnostics, repairs, and preventative maintenance on a wide range of multifunction printers and copiers.
- Specialized in troubleshooting and component-level repair of print engines, scanners, and finishing units.
- Provided technical support to on-site employees and assisted with complex in-shop rebuilds and refurbishments. (Desktops, laptops, mobiles, etc.)
- Maintained detailed service records and ensured compliance with quality control standards.

Printer/Copier Assembler

- Completed basic printer/copier configurations.
- Assembled high-precision printers, copiers, and multifunction devices.
- Analyzed equipment failures to determine necessary corrective action.
- Financial Responsibility: handled equipment in value from \$100.00 to \$150,000
- Collaborated with cross-functional teams to support continuous process improvements.

References Available Upon Request