

Profile Summary:

- A dedicated IT professional with 4+ years of experience in IT support, field service, & software testing.
- Developed training materials and procedures to train users on the proper use of hardware or software.
- Performed moderate and complex troubleshooting and repair activities on PCs, servers, printers, and mobile devices.

Technical Skills:

- Active Directory • Mac/PC Troubleshooting • Technical Support
- Software Development • Virtualization • System Installation
- Hardware/Software • PowerShell Scripting • Network Troubleshooting Management
- UPS software/systems • Cloud Computing
- Microsoft office • Azure/AWS • Documentation

Education:

- A.A.S - Computer Information Systems Calhoun Community College

WORK EXPERIENCE:**Large MSP | Los Angeles, CA July 2023 – July 2025****Field Support Tech**

- Installed complex equipment on-site and followed testing procedures to assess proper working order.
- Conducted scheduled on-site maintenance visits.
- Created detailed service reports following each site visit or job completion.
- Provided on-site installation of upgrades and planned maintenance services.
- Perform installations of new desktop hardware and software, configure individual profiles, and train employees on its use.
- Solid understanding of Windows desktop environments and Microsoft Office desktop Suite of applications.
- Create and maintain end-user software and hardware requirements for each site.
- Liaised between executive clients and internal departments such as engineering when escalations were necessary.

Health Care Company | Huntsville, AL February 2023 - July**2023 Help Desk Technician (Contract)**

- Provided technical support to end-users by handling calls, writing tickets, and resolving issues related to hardware, software, and network connectivity
- Diagnosed and resolved complex Outlook-related issues for a diverse user base, including email configuration problems, synchronization errors, and issues within the mobile app.
- Experience in fixing software, OS issues, installing and troubleshooting desktop applications.
- Usage knowledge of TCP/IP networking, DNS, DHCP, and VPN.
- Knowledge of LAN and WAN setups and concepts
- Deliver technical training sessions for end-users, utilizing strong communication skills to convey complex technical concepts in a clear and concise manner.

Mid Size MSP | Huntsville, AL April 2022 - June 2022 Help Desk**Technician (Contract)**

- Served as the M365 and Azure admin, responsible for managing and maintaining the company's Microsoft 365 suite and Azure cloud infrastructure.

- Provide installations of new desktop hardware and software, configure individual profiles, and train employees on its use.
- Adhered to DoD-approved security standards, including NIST and DISA STIGs, to ensure compliance with government regulations.
- Contributed to the migration of on-premises systems and applications to Azure, leveraging expertise in cloud computing and infrastructure as code
- Maintained a comprehensive knowledge base of technical articles and best practices, improving response times and reducing the number of support requests.

IT company | Huntsville, AL March 2021 - April 2022 Information

Technology Analyst

- Provided remote support for hardware and software issues regarding PCs, mobile devices, printers, and voip phones.
- Trained and mentored a team of interns from University of North Alabama on IT policies, procedures, and software systems
- Coordinated with external vendors and service providers to ensure the timely resolution of IT issues.
- Excelled as a top performer in the role of IT analyst, consistently exceeding performance targets and delivering exceptional support to end-users in a fast-paced healthcare environment.

Large MSP | Atlanta, GA Oct 2020 - Dec 2020

Software Engineer in Test Intern

- Lead project development teams utilizing Agile with Scrum, participating in daily stand-up meetings and sprint planning sessions
- Gained proficiency in Java and JavaScript, creating test cases using tools such as Junit
- Collaborated with a team to develop and execute test plans, identify bugs, and continuously improve product quality