

Summary

Seeking a support role in a growing company to apply and enhance my skills developed through education and practical experience. Eager to embrace new tools and challenges for a successful future. My diverse background makes me an asset to any company.

Experience

Managed Services Specialist/Supervisor

Mid-size MSP

Sep 2019 - Present

- Patch management for server OS and applications and facilitated application upgrades for best security practices to protect enterprise data.
- Set up and managed user accounts, mailboxes, and groups within Microsoft 365.
- Managed and configured Advanced Threat Protection and Conditional Access policies within Microsoft Defender/365.
- Streamlined the deployment of hardware, software, and peripherals to set up workstations for employees.
- Managed, maintained, and troubleshot enterprise backups via Veeam Backup and Replication.
- Provided antivirus security incident triage and response for over 30+ clients via Cylance and Sentinel One.
- Developed departmental policies, procedures, technical standards, and guidelines surrounding IT and cybersecurity.
- Managed multi-tenant spam filtering via Mimecast, Avanan and Harmony.
- Maintained asset inventory of workstations, printers, network switches, firewalls, and peripherals and replaced within end-of-life cycle.
- Deployed and configured multi-factor authentication in a multi-tenant environment via Cisco DUO.
- Configured and troubleshoot WatchGuard VPN clients.
- Created documentation and training materials for all new IT hires.
- Provided onboarding and ongoing technical training to all new hires.
- Conducted performance evaluations and provided constructive feedback to team members.
- Effectively triaged and closed tickets to meet SLA standards via ticketing system ConnectWise and BMS.
- Created monthly KPI and ticketing reports and generated tickets for help desk management.
- Worked with cross-functional teams to identify and resolve complex technical issues and provided regular KPI and technical reports to senior management.
- Maintained Server Backup and Recovery Administration via Veeam Backup and Replication
- Deployed Ninja and Kaseya RMM toolsets to clients and configured automated policies and workflows tailored to each client environment.

IT Specialist

Mattress Company

Dec 2016 - Aug 2019

- Delivered rotational on-call support 24/7 for multiple stores.
- Fielded calls from sales associates, addressing hardware and MAX-related tasks.
- Created technical documentation using Cherwell software to log procedures and issue resolutions.
- Managed password resets within the Active Directory system.
- Offered comprehensive support for sales orders within the Microsoft Dynamics AX POS system.
- Conducted troubleshooting and maintenance of printers across all Mattress Firm stores.
- Managed retail POS functionality, encompassing bug troubleshooting, glitch resolution, and outage workarounds.
- Routed all tickets to necessary queues based on issue at hand.

IT Support Technician

Small MSP

Jul 2014 - Nov 2016

- Provided round-the-clock rotational on-call support for a diverse clientele.
- Addressed customer inquiries via calls and emails, offering comprehensive assistance for software and hardware installations and troubleshooting.
- Produced technical procedure documentation for reference and guidance.
- Conducted troubleshooting and configuration of mobile devices for clients.
- Managed the creation and upkeep of user accounts within the Active Directory.
- Established user profiles within the file server infrastructure.
- Executed password resets within the Active Directory.
- Implemented precise folder permissions for newly created directories within the file server.
- Oversaw the maintenance and deployment of Windows-based operating systems and associated hardware.
- Resolved printer-related issues for clients, ensuring seamless functionality.
- Directed tickets to relevant queues based on the specific nature of the issue at hand.

Education:

San Jacinto Main Campus : May 2010

- Associates of Applied Science in Graphic Design

University of Houston : May 2013

- Bachelor of Science, Biology

Certifications and License

MS100 (*Expired Oct 2022*)

MD100 – Completed on 6/20/23.

MD101 – Completed on 4/2/23.

MS102 – In progress

Scientific Computing with Python (*Jan 2022 – Present*)

Personal Projects

Hybrid Cloud SaaS: 3 Tier Web Applications

(April 2021 – June 2021)

- Deployed infrastructure for a 3-Tier web application with automation hosted on a hybrid environment (private and public cloud with AWS) utilizing Nutanix Prism and Nutanix Calm .
- Added functionality for database backup and restore. Deployed resource size choice to help developers and IT Team to become efficient for desired environment.

Skills

Microsoft Office • Customer Service • Team Building • Microsoft Exchange • Remote Desktop • Windows 7 • Windows 8 • Windows 10/11 • Veeam • Nutanix • Citrix XenApp/XenDesktop • Knowbe4 • Endpoint Security