
SUMMARY

Dedicated technology professional with a robust 21-year career spanning roles as a Managed Service Partner, In-house IT staff, and Freelance consultant. Adept at providing comprehensive support and system administration across diverse environments. Proven track record of effectively communicating with stakeholders at all levels, coupled with a rich project portfolio demonstrating the ability to architect solutions for complex issues. Focused on elevating the client experience by aligning solutions with business requirements.

EMPLOYMENT HISTORY

Platform Specialist/Senior Support Engineer
mid-size MSP *New York, NY*

03/19 – 06/25

- Served as an escalation point, specializing in troubleshooting complex cases, including platform issues, mail flow, Group Policy Objects (GPO), and conditional access policies.
- Configured and managed Azure, on-premise Active Directory, and Google Workspace, ensuring seamless integration and user access.
- Developed and deployed complex software packages and automations through RMM (Remote Monitoring and Management) and MDM (Mobile Device Management) tools.
- Configured and managed Exchange Online and Gmail for clients, including the integration and management of third-party email security solutions such as Inky, ProofPoint, and Mimecast.
- Led client projects and contributed to on-boarding initiatives, ensuring smooth transitions and minimizing disruptions.
- Collaborated with the support team to identify and analyze recurring issues, streamline workflows, and implement sustainable solutions.
- Provided comprehensive desktop and systems support to clients in both Windows and macOS environments, ensuring optimal functionality and user satisfaction.
- Delivered remote support to a diverse user base, including executives and engineers, utilizing NinjaOne and ScreenConnect to effectively address issues and minimize downtime.
- Opened, updated, and resolved service requests using ServiceNow, maintaining a high level of responsiveness and customer satisfaction.
- Developed and maintained accurate documentation using ServiceNow, ensuring a comprehensive and up-to-date knowledge base for team reference.

Support Center Engineer
Advertising/IT Company *New York, NY*

07/18 – 03/19

- Provided desktop and systems support to various clients in Windows and macOS environments.
- Delivered remote support using LogMeIn and Bomgar, ensuring timely issue resolution for remote users.
- Managed accounts in Active Directory, G Suite, and Office 365, ensuring secure user access.
- Monitored and troubleshoot network and server equipment using tools such as Panorama 9 and SolarWinds, escalating issues as necessary.
- Planned and executed change controls, ensuring that updates and modifications are implemented seamlessly with minimal impact on operations.

- Managed service requests using Zendesk, ensuring a streamlined and efficient support process.
- Created, updated, and maintained documentation using IT Glue, contributing to a well-organized knowledge base.

Systems Administrator

01/13 – 07/18

Freelance, *New York, NY*

- Provided desktop and systems support to several small businesses, configuring and troubleshooting problems with Windows and macOS workstations, Microsoft Office, and Adobe Creative Suite installations.
- Configured Windows and macOS Servers for file sharing, DNS, DHCP, and Directory services.
- Configured and maintained Cisco switches and ASAs, ensuring a secure and reliable network infrastructure.
- Managed email accounts on Office 365 and Network Solutions, ensuring seamless communication.
- Provided remote support to Point-of-Sale systems using TeamViewer, ensuring continuous business operations.

Desktop Support Analyst/Systems Administrator

09/05 - 09/12

Supply Chain Comp, *New York, NY*

- Provided desktop and systems support to over 300 users in a Windows and OS X environment, configuring and troubleshooting problems with Windows XP/7 and OS X workstations, Microsoft Office, Lotus Notes, Adobe Creative Suite, and industry-specific CAD and digitizing software.
- Provided support to remote office locations using LogMeIn, Join.me, and TeamViewer, ensuring seamless connectivity.
- Created and maintained accounts in Active Directory, Exchange, and Domino servers.
- Migrated users between domains using the Active Directory Migration Tool.
- Configured and maintained Cisco switches and PIX firewalls, ensuring a secure and reliable network infrastructure.
- Configured Cisco IP Phones and ATAs, facilitating efficient communication.

Desktop Support Technician

04/04 - 09/05

Financial Company *New York, NY*

- Provided desktop support for over 1000 end-users in a Windows 2000/XP environment, utilizing Remedy to receive, open, and resolve service tickets.
- Migrated users from Windows NT/2000 to XP, ensuring a smooth transition.
- Managed moves, adds, and changes of workstations, maintaining an organized and efficient workspace.

EDUCATION

Associate in Applied Science in Networking Technology

Technical Career Institute, *New York, NY*