

Customer-Focused IT Support Specialist

Education & Certifications

University of Minnesota-Twin Cities

Graduated December 2019

- Bachelor of Applied Science in Information Technology Infrastructure
 - Applied Business Certificate

3.785/4.0 Major GPA

Certifications:

- CompTIA Network+
- FEMA (Cyber Ethics, Disaster Recovery, Information Security Basics, Risk Management)

Professional Summary

Detail-oriented and solution-driven IT professional with a strong foundation in infrastructure, cybersecurity, and technical support. Proven success in implementing secure systems, resolving IT issues, and enhancing operational efficiency. Experienced in EDR, IAM, Zero Trust frameworks, and endpoint protection. Excellent communicator and problem-solver in fast-paced environments, with strong attention to detail, and organizational skills.

Skills/Tools

Security & Management:

Huntress, ThreatLocker, Entra ID,
IAM, Zero Trust, VPNs

IT Operations:

Active Directory, ConnectWise,
ServiceNow, Jira, macOS,
Windows

Office & Productivity:

Microsoft Word, Excel, Teams,
Slack

Professional Experience

Help Desk Technician, Regional MSP (IT & Cybersecurity Focus), Eden Prairie, MN September 2023 – Present

- Work in a Managed Service Provider (MSP) environment, delivering IT support and services to multiple clients across various industries.
- Implement network security measures leveraging EDR solutions, Zero Trust architecture, VPN configuration, and Identity & Access Management (IAM) tools.
- Provide remote support to end-users for printers, servers, computers, mobile phones, VoIP phones, software, and network issues via phone and email, ensuring timely issue resolution and high customer satisfaction.
- Maintain and troubleshoot network systems, install software, and perform updates to support smooth IT operations.
- Log and manage support requests using a ticketing system.

IT Support, Creative Arts Charter School, Saint Paul, MN

August 2020 – September 2022

- Managed and resolved organizational software, hardware, and email issues.
- Troubleshooted issues, creating tickets via ServiceNow and tracking resolutions.
- Installed and tested new technology systems to ensure operational efficiency.
- Maintained and updated student records and files for accurate tracking.

Owner/Repair Technician, Small Electronics Repair Shop, Minneapolis, MN October 2019 – September 2022

- Provided mobile device repairs including screen, battery, camera, haptic feedback, and charging port replacements, ensuring customer satisfaction, smooth workflow, and quality control.

- Tracked profits, expenses, inventory management, and client data using Microsoft Excel for efficient business management.
- Utilized customer-facing communication skills to understand concerns and provide accurate technical service.
- Designed and edited advertising content, including product pictures and videos, to engage customer interaction. Using Adobe Illustrator and Premiere Pro.

Software Developer Intern, Consumer Electronics Retail Company, Richfield, MN May 2019 – August 2019

- Worked on front end stories using Visual Studio and tested in development and production environments.
- Communicated and collaborated frequently with other developers, product owner, and scrum master throughout sprint for code reviews, code demo, planning sessions, refinement, and retrospective utilizing Jira.

IT Intern, Fortune 500 Retail IT Organization, Minneapolis, MN August 2013 – February 2014

- Provided Level 1 IT support, including managing end-user devices, reimaging PCs and Mac laptops, and resolving issues via ServiceNow ticketing.
- Managed new user accounts, password resets, and account terminations through Active Directory.
- Shadowed senior engineers on escalated Level 2 and 3 issues for hands-on learning.

Community Involvement and Awards

GBE Academy Summer Basketball Camp June 2024

- Organized a free basketball camp at my high school, featuring professional basketball players, to provide youth in the community with skill development and mentorship opportunities.

NorthStar STEM Alliance September 2018 – December 2019

- Networked and gained resources to support the retention of minorities in STEM fields.

National Honor Society, Columbia Heights High School, MN September 2013 - June 2014

College Possible, Columbia Heights High School, MN September 2012 - June 2014

- Participated in college visits, volunteer events, and reviewed undergraduate programs.

Volunteer

- The Link, St Paul, MN
- Goodwill, Fridley, MN