



Professional Summary

Dedicated Helpdesk Technician with over 2 years of experience managing Network infrastructure, user accounts, and supporting end user client issues. across multiple organizations. Experienced in management of Active Directory, Azure, and Google-based systems, as well as virtual server environments. Skilled in managing VOIP platforms and Network infrastructure.

Experience

Network Technician | Small MSP | July 2023 – Present

- Managed over 30 organizations' Active Directory, Azure, and Google systems remotely.
- Utilized Cisco Meraki Dashboard to manage switches, access points, client policies, and configurations.
- Monitored network traffic and troubleshoot connectivity issues for different devices.
- Operated within a ticketing system and Outlook email for ticket management and documentation.
- Documented changes and procedures in OneNote, SharePoint, and Smartertrack ticketing system.
- Supported Spectrum VOIP systems and basic configurations in Jive and AMTelcom UIs.
- Managed virtual servers through VMWare and Azure interfaces.
- Conducted onsite PC reimaging, repair, and data preservation for end users.
- Assisted with remote thin client management and full domain/email migrations from that system to thick clients.

Education & Certifications

- High School Diploma
- CompTIA A+ Certification
- CompTIA Network+ Certification