

Experience

Senior Technical Support Analyst - November 2023 - August 2025

mid-size MSP

Port Washington, NY

- Provide technical support to enterprise and retail clients across various ticketing systems, resolving technical issues and escalating when necessary
- Manage user accounts through Microsoft Entra and 365 Admin Center: onboard/offboard employees, assign licenses, reset passwords, and unlock accounts
- Collaborate with internal teams to resolve complex issues, update SOPs, and implement SWARM tactics to increase productivity and knowledge sharing
- Assist users with installation, configuration, and maintenance of software applications including VPN clients, antivirus programs, and remote support applications
- Coordinate services with field technicians for on-site consultations and hardware setups
- Assist with training and mentoring new hires to improve onboarding process and ensure service quality

Registered Nurse - August 2019 - January 2023

Hospital

, New Hyde Park, NY

- Implemented clinical knowledge and sound reasoning skills to make data-driven decisions, ensuring the highest quality of patient care
- Facilitated a supportive learning environment, fostering the growth and independence of new nurses
- Thrived in a dynamic, fast-paced healthcare environment, readily adapting to emerging technologies and techniques to enhance efficiency

Certification

CompTIA A + Certified

CompTIA Net + Certified

Education

Bachelor of Science in Nursing, Farmingdale State College - May 2018

Skills

Windows 10/11, Microsoft Office 365, Active Directory, Remote Desktop & VPN tools, Hardware/Software Troubleshooting, Time Management, Team Collaboration, Prioritization