TECHNICAL SKILLS

SQL, PostgreSQL, Helpdesk, Desktop Support, Microsoft Windows, Linux, FreeBSD, macOS, Putty, SSH, FileZilla, BlueJ, Adobe Dreamweaver, VMWare, VirtualBox, Office 365, HTML/CSS, AWK, Troubleshooting Printers, Networking, Java

EDUCATION

Brooklyn College Brooklyn, NY   **August 2017 - June 2022**
Bachelor of Science in Information Systems

RELATED EXPERIENCE

Linux System Administration
- Five years self-taught experience using Linux through the Terminal.
- Familiar with the Linux filesystem and file structure.
- Fluent in working with all Linux distributions and their respective package managers.
- Ability to configure and deploy services, such as an FTP and SSH server, by using an initialization system such as SystemD.

PROFESSIONAL EXPERIENCE

Small MSP
| New York, NY **April 2024 – Present** *Desktop Support Engineer*
- Provided technical MSP support for software maintenance or use for our clients.
- Oversaw the daily performance of computer systems.
- Answered user inquiries regarding computer software or hardware operation to resolve problems.
- Assigned and escalated tickets to appropriate tiers of support.
- Supervised daily help desk department operations.
- Monitored computer system performance to ensure proper operation.
- Collaborated with colleagues to resolve information technology issues.
- Managed 500+ devices across 10+ companies (Non-profit, construction, financial service, and legal industries).
- Maintaining operating systems by repairing hardware and configuring software.
- Solved common problems such as username issues, passwords issues, verification of hardware/software, installation issues, and configuration.
- Conducted on-site troubleshooting and asset tagging.

Hospital
| New York, NY **March 2023 - August 2023** *IT Logistics Coordinator*
- Worked under contract for NYU Langone to order computer equipment for hospital staff.
- Maintained order requisitioning for numerous Windows/macOS computers.
- Reimaged multiple Dell computers to install the baseline image for office deployment
- Maintained multiple record keeping databases, such as returns and outgoing purchase orders from numerous vendors.
- Utilized the Ivanti ticketing system to track equipment purchase orders

Medical Center
| Brooklyn, NY **January 2023 - March 2023** *Operations Analyst*
- Worked under contract for   Medical Center to help hospital staff solve software issues by phone.
- Used various tools such as Microsoft SCOM and SolarWinds to resolve server outages.
- Monitored and managed application and server health.
- Maintained various record keeping databases on an hourly basis to solve any record mismatch between two databases.