

- Performed and completed course work for CompTIA A+ and Network + certification training with strong enterprise IT helpdesk experience.
- Successful at working in a high-volume, 24x7 technical call center. Demonstrated proficiencies in rapidly diagnosing, troubleshooting, and resolving client issues.
- Consistently praised for communicating effectively with both technical and nontechnical users. Commended for excellent problem-solving skills and patience in dealing with frustrated users.

PROFESSIONAL EXPERIENCE**1Path Systems/ Redhelm Systems (MSP) - Kennesaw, GA****June 2019 - March 2026**

Tier 2 Help Desk Supervisor

October 2021 - March 2026

- Lead and supervise multiple service desk phone lines and ticketing systems, including after-hours operations, ensuring consistent service quality and timely issue resolution.
- Provide off-shift support to technical staff, guiding problem solving efforts, and facilitating efficient ticket closure.
- Conduct research and recommend improved remote support solutions, including the transition from SolarWinds Start Control to the more advanced GoToAssist platform.
- Develop comprehensive training materials for newly hired technicians, including detailed PowerPoint presentations outlining procedures, workflows, and best practices.
- Redesign the client call wrap up process by refining categorizations to better align with client specific needs and reporting requirements.
- Lead client-facing meetings to review call and ticket performance metrics, KPIs, operational goals, and opportunities for continued partnership growth.
- Lead a team of engineers on cornerstone client initiatives, including the Windows 11 Intellistar restorations for Weather Group and Charter.

Tier 2 Help Desk Technician

June 2019 – October 2021

- Provided enterprise desktop support for a wide array of clients as an associate systems administrator.
- Assisted with inbound and outbound calls from a variety of clients in an array of job fields [healthcare providers (hospitals, regional clinics, independent practices), law firms, real estate, other enterprises].
- Answered and processed incoming emails from clients who request a wide range of services and IT support.
- Managed RDS server environment for top clients and provided 24x7 support for any issues that were submitted.

Skills

- Computer Building and Provisioning for mass deployment
- Medical Providers programs: Epic, Agility, NextGen, Meditech, Ambra Pacs, PICIS, Cerner, WebPT, etc.
- Remote Desktop Platforms: N-Able, Ivanti Remote Management, GoToAssist, Solar Winds Start Control
- Office 365 Admin, Exchange, Azure AD, Windows Powershell, Windows Active Directory, App River, Okta
- Knowledge Bases and Documentation Platforms: IT Glue, One Note, Atlas, Wordpress
- Troubleshooting Printers, Scanners, Card Readers, Routers & Modems, docking stations, servers.
- Customer Service oriented procedures with the goal of resolving an issue in 25 minutes or less

EDUCATION/TRAINING FEBUARY 2022

NuCamp Web Development Fundamentals Course Certification.

JULY - OCT 2017**COURSE CERTIFICATE, GWINNETT TECHNICAL COLLEGE, LAWRENCEVILLE, GA**

A+ Certification Course Network+
Certification Course

MAY - 2016

HIGE SCHOOL DEPLOMA, SOUTH GWINNETT HIGH SCHOOL

College Prepotory Courses Taken: AP Environmental Science, AP Government and AP Statistics