

# Julio Castillo

## SUMMARY

Senior Information Technology Support Technician with extensive experience delivering high-performance desktside and remote support across Finance, Investment Banking, and Managed Service Provider environments. Recognize proven track record supporting Market Data Technologies, Trading Floor operations, and enterprise IT infrastructure. I am adept in Computer Networking, End User Application Support, Remote Desktop Services, and Mobile Device Management. Known for resolving complex technical issues efficiently, ensuring minimal downtime in fast-paced, high-stakes environments.

## SKILLS

- IT Service Management & End-User Support
- Networking Configuration & Troubleshooting
- Incident Management & Workflow
- Cisco Routing & Switching, Wireless APs
- Market Data Bloomberg Thomson Reuters
- Troubleshooting and diagnostics
- Microsoft Azure AD, Entra, Hybrid AD Sync
- Windows 10 & 11, Office 365
- Remote Monitor & Managements
- Email Security & Protection Support
- Mobile Devices Support MDM Tools
- Hardware configuration

## EXPERIENCE

### Xerox Manage IT Services Provider

*Associate, Managed Support Engineer (Tech Lead)*

New York, NY

April 2021- Present

- Support the Desk Manager in leading MITS Engineers as the team's technical escalation point.
- Administer support with Microsoft technologies, including AD, Azure AD, Group Policy, O365, Virtualization VMWare/Hyper-V, PowerShell, Windows Server roles, and PC hardware.
- Provide support for networking and infrastructure devices impacting end-user systems.
- End-user support via troubleshooting, installations, asset tracking, updates, and system optimization.
- Mentor and coach peers to build technical expertise and process discipline.
- Lead root cause analysis and drive long-term solutions to reoccurring issues.
- Work with third party IT vendors, providing management and oversight.
- Created and maintained documentation for operational process and workflow procedure

### Independent Consultant

*Support Engineer*

New York, NY

2017 - 2021

- Balanced consulting work with critical family responsibilities, maintaining continuous professional development through hands-on labs, certification study, and emerging technology research.
- TEK Systems Supported IBM Digital Support Services (DSS) on a 3-month Windows 10/11 compatibility and deployment initiative across enterprise workstations. March 2021 –June 2021
- Built and maintained an enterprise-grade home lab to stay current with virtualization (Hyper-V/VMware), networking, storage, and security technologies.

### JPMorgan

*Associate, Desktside Support*

New York, NY

November 2005-May 2017

- Investment banking support for Equities Trading, Research and Prime Brokerage.
- MS Office upgrades to 2010, documented all issues for escalations.
- Upgrades of workstations to Windows 7; team project of 1300+ systems.
- Promoted to associate service delivery support February 2011.
- Focused on automation and call incident reduction initiatives.
- Enhanced cost saving strategies when applicable.
- IPO coverage and support to maintaining uninterrupted trading activities.

- Large scale migration of the Gigabit Ethernet environment.

### **Computer Sciences Corporation**

*Help Desk Support Specialist*

New York, NY  
December 2000 – November 2005

- Provided vendor support to our designated client JPMorgan Investment Bankers.
- Assisted with high call volume consisting of 1000+ daily calls.
- Worked with onsite staff for high escalations support to reduce outages.
- Researched and presented trending tickets outages to senior management.
- Documented internal knowledgebase procedures to team members.

### **Chase Bank**

*Help Desk Support Technician*

New York, NY  
February 2000-November 2000

- Supported 1200 users in a financial environment providing Level II support.
- Migration of over 600 workstation's rollout in a Novell client based environment.
- Application rollouts during server's upgrades.
- Order replacement parts and schedule service calls.

### **EDUCATION AND CERTIFICATIONS**

- Cisco Certified Specialist - Enterprise Core Feb 2020
- Cisco Certified Network Associate (CCNA) Sept 2013
- CompTIA A+