

HELP DESK TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**

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| <input type="checkbox"/> Help Desk Ticketing Systems | <input type="checkbox"/> Phone & Online Support | <input type="checkbox"/> Customer Service |
| <input type="checkbox"/> Problem Diagnosis | <input type="checkbox"/> Microsoft 365 Support | <input type="checkbox"/> Complaint Handling |
| <input type="checkbox"/> Technical Troubleshooting | <input type="checkbox"/> Emotional Intelligence | <input type="checkbox"/> Software Installs |

TECHNOLOGY PROFICIENCIES

Ticketing: Freshdesk, Jira Service Desk, ServiceNow
Software: Active Directory, Microsoft 365, Outlook, Cisco AnyConnect, Duo, Slack, Zoom
Browsers: Google Chrome, Microsoft Edge, Mozilla Firefox
Networking: LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS
Platforms: Windows 10 Enterprise, macOS, Android, iOS, Chrome OS

PROJECTS

WINDOWS SERVER 2022 LAB / HANDS-ON ADMINISTRATION

- Installed and configured Windows Server 2022 in a virtual environment using VMware Workstation.
- Set up Active Directory, including domain creation, user management, and group policies.
- Configured DNS, DHCP, and Remote Desktop for seamless remote access and network communication.
- Implemented security features like Windows Firewall and BitLocker to ensure system protection.
- Created and tested backup and recovery strategies to maintain data integrity.

MICROSOFT 365 ADMINISTRATION LAB / HANDS-ON SIM

- Configured and managed Microsoft 365 user accounts, groups, and licenses via the Admin Center.
- Deployed and configured Microsoft Teams for collaboration, ensuring proper integration with Exchange and SharePoint.
- Managed email security by configuring multi-factor authentication (MFA) and anti-phishing policies.
- Troubleshooted and resolved common Office 365 issues related to user access, syncing, and device management.
- Integrated OneDrive and SharePoint for file sharing and collaboration across platforms.

TICKETING SYSTEMS WITH JIRA & ZENDESK

- Implemented ticket management processes in **Jira** and **Zendesk** to streamline issue tracking and resolution.
- Created custom workflows, including automation rules, to improve efficiency in ticket handling.
- Integrated ticketing systems with communication platforms (email, chat) for smooth support experiences.
- Analyzed ticketing system reports to identify trends and optimize the customer service process.
- Provided user training on ticket system usage, ensuring consistency in ticket resolution.

ACTIVE DIRECTORY HOME-LAB

- Installed and configured Windows Server 2016 & 2019 with Active Directory to manage user authentication and permissions.
- Created and managed user accounts, groups, and organizational units (OUs) for better access control.
- Set up Group Policy Objects (GPOs) to enforce security settings and user restrictions across the domain.
- Deployed Active Directory Federation Services (ADFS) for secure user sign-ins to cloud applications.
- Integrated with Azure AD for hybrid identity management, allowing seamless cloud service access.

IPHONE SCREEN REPAIR AND TROUBLESHOOTING

- Replaced a cracked iPhone screen, demonstrating precision in hardware troubleshooting and repair.
 - Used heat guns and prying tools to disassemble and replace the screen while avoiding damage to internal components.
 - Diagnosed and resolved issues with internal connectivity by troubleshooting wires and components.
 - Ensured the phone's water resistance by applying proper sealant and testing after repairs.
 - Gained valuable skills in hardware diagnostics and meticulous handling of delicate components.
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EDUCATION & CREDENTIALS

CompTIA Network+
CompTIA Security+
Microsoft 365 Administration Course
Windows Server 2022, 2019, 2016 Administration Course
Zendesk for Customer Service Agents – Complete Training Course
Master Ticketing System & Help Desk Fundamentals
