

# Summary of skills.

Throughout my last 10 plus years experience as an IT professional, I worked with 1000+ users, 100+ clients, vendors, and used multiple systems and technology tools. With this exposure to technology and user based support, I was able to accumulate enough skills and experience and say that I'm confident to take on any role and tasks that are related to desktop support and system admin duties.

That being said, I'm always eager to learn and gain more experience, skills, and tools to tackle the evolving and new technologies and stay up to date either through internal training, mentorship, or education.

## Windows OS — Proficient 5+ years

- Installed and configured multiple Windows operating systems.
- Verified Microsoft licenses are activated, configured and set up properly for machines and users.
- Used PowerShell and Windows Defender And firewall to scan for any threats or viruses while using the new Windows Admin Center as well to keep system updated and secure
- Performed reimaging/upgrade desktops and laptops using Inline or PXE boot.
- Upgraded windows xp and windows 7 machines to windows 10.
- Worked with multiple clients to provide Windows OS support after the upgrade for 1000+ users.
- Helped users to navigate through windows 10 after the upgrade.
- Helped users and clients with any technical or procedures questions regarding Windows 10 and its new features.
- Used The Windows Registry to access and find information and settings for software programs, hardware components, system preferences, and the OS configurations.
- Used task manager to find and end any running process or application.
- Used device manager to configure and troubleshoot any device and peripheral problems, settings, and compatibility problems with installer applications and programs.
- Helped users using windows 10 and other operating systems with network and connectivity issues and make sure they are able to connect to internal and external networks.

### **AD/Windows Server — Proficient 5+ years:**

- Created and Secured User Accounts by setting up access rights and permissions.
- Determine users, groups, permissions, rights, and policies that can be created on a network.
- Enabled/disabled user accounts and groups as necessary to maintain authorized access.
- Managed and performed routine updates on expired and outdated users and information.
- Managed group policies and user accounts.
- Used Windows Server 2003/2008/2016/2019 for AD/Azure related administrative tasks including but not limited to manage user identities and their access to resources and data within the system.
- Configured and managed endpoints running Windows 10.
- Managed privileged access which includes delegate access/privileges.
- Setup/configure AD groups thru Domain Controller server.

### **DNS/Networking — Intermediate 3+ years**

- Used basic TCP/IP commands to gather information about nodes on a network, troubleshoot and identify network issues and sources of those issues,
- Worked with DNS and network communication tools through routing and switching.
- Installed and managed multiple network components such as switches, routers, hubs and waps.
- Used network protocol analyzers such as Wireshark & Splunk to capture data packets, find the cause of a slow network and diagnose network traffic issues and performance.

### **O365/Exchange — Proficient 5+ years**

- Helped users with any O365 exchange or office suite questions.
- Administered O365 and Exchange environment and made sure user mailboxes are set up properly according and in sync with AD, Azure, MIM and IAM.
- Troubleshoot any outlook/email or Exchange issues.
- Verified users and accounts are provisioned correctly thru Exchange admin tool and MIM.
- Troubleshoot any access and license issues.
- Helped with migration of legacy office email clients to O365.
- Worked closely with management and other support teams to ensure successful deployment of new O365.
- Administered and managed MS Exchange and MIM and ensure licenses are synced with AD and users' access and permissions.

### **Virtualization Concepts — Proficient 5+ years**

- Assisted users and clients with VDI access connectivity issues.
- Used VMware/SCCM to remote into servers and VPCs to troubleshoot any issues.
- Used VMware and Hyper V to look up, maintain and manage Virtual machines and servers.
- Assisted users and clients with Citrix performance and connectivity issues.
- Reset/log off/terminate any Citrix active/hung sessions to resolve any latency and availability issues.
- Assisted users to install and configure their Citrix accounts and make sure they are able to connect and use as intended.
- Troubleshoot any Citrix installation and system requirement compatibility issues on multiple platforms including but not limited to Windows, Mac, and Linux operating systems.

### **Ticketing Systems — Proficient 5+ years**

- Mainly used SNOW and SNOW Workspace to monitor queues. Was able to multitask and record users' calls, chats, or emails in fast paced environments especially while handling outages and VIP requests.
- Used SNOW to clear incidents/INCs and interactions/IMS tickets queues and bring them down to 0.
- Converted 50+ IMS interactions to INCs and requests daily and made sure the queues are clear.
- Escalated or worked on the converted INCs or requests/tasks accordingly and reached out to users as needed thru phone emails or Microsoft Teams.
- Used the built in Chat feature within SNOW Workspace to help users/clients and respond to their inquiries.

### **Application Support — Intermediate 2+ years**

- Monitored system health and performance using various tools and technologies such as Splunk and Hubble Dashboard , proactively identifying and resolving potential issues to ensure uninterrupted service delivery.
- Applied Java debugging techniques within Splunk to troubleshoot and resolve issues efficiently, optimizing incident response and resolution processes specific to multiple applications.
- Collaborated closely with cross-functional teams to identify areas for improvement and implemented strategies to enhance the reliability and efficiency of multiple applications.
- Designed and automated infrastructure provisioning, configuration management, and deployment processes tailored to the specific needs of multiple applications.