BEN ATKINS

IT SUPPORT

CONTACT

📱 (615) 414-4889

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🌐 Linkedin.com/in/batkins44

SKILLS

Active Directory/Entra Administration

Microsoft 365/Azure Administration

Ticketing Systems

User Lifecycle Management

IT Compliance & Auditing

Automation & Scripting

Applied AI for IT Operations

Email Security & Compliance

Technical Documentation

IT Asset Management

EDUCATION

Nashville Software School
Front End Web Development
2018
Intensive, Full-time program focused on HTML, CSS, JavaScript, ReactJS, and jQuery

University of Tennessee
Bachelor of Arts in Psychology
Minor in Business Administration
2013

Coursework included Sensory Psychology, Health Psychology, and Abnormal Psychology

PROFILE

Results-driven IT professional with 6 years of enterprise support experience across healthcare and financial sectors. Proven track record managing hybrid AD/Entra environments, leading user lifecycle operations, and delivering tier 1/2 support across multi-site organizations. Strong technical troubleshooter with expertise in Windows/O365 ecosystems, hardware deployment, and ticketing system management. Excels at balancing technical execution with clear communication to end-users, management, and cross-functional teams.

WORK EXPERIENCE

Service Desk Specialist → Senior Service Desk Specialist

LBMC   2021-2025

- **Delivered tier 1/2 technical support** for multi-site tax firm spanning 5 regional offices plus overseas contractors, resolving diverse issues including Windows/O365, accounting software, access management, network connectivity, hardware peripherals, and conference room AV systems via FreshService ticketing platform
- **Orchestrated end-to-end onboarding workflows** for employees and contractors across all LBMC companies, coordinating Active Directory provisioning, security group assignments, hardware imaging/deployment, multi-platform license procurement, and badge system integration with HR and management teams
- **Managed SOC 2 audit coordination**, collecting and organizing critical audit evidence for annual compliance examinations, documenting offboarding procedures with Active Directory access revocation, license reclamation, and badge deactivation to ensure 100% on-time delivery to external auditors
- **Drove cost savings** through monthly license audits, identifying unused or redundant software subscriptions across the organization to optimize spending while maintaining security compliance
- **Managed service desk operations and team development**, distributing ticket assignments, mentoring team members on complex technical issues, and maintaining strict <1 hour response time SLA across all support queues
- **Designed and delivered IT onboarding program** for international contractors, leading orientation sessions covering environment architecture, security protocols, authentication procedures, and service desk best practices

Field Project Technician

Vanderbilt University Medical Center   2018-2020

- **Delivered technical support** across Vanderbilt University Medical Center's main campus and distributed clinics throughout Middle Tennessee, resolving end-user issues while maintaining healthcare IT operations
- **Led post-migration Office 365 support**, providing troubleshooting, documentation, and escalation management to ensure seamless transition for clinical and administrative staff
- **Deployed and configured clinical workstations** via PowerShell scripting for Active Directory integration, while using Pegasus, Active Directory, and Tolero to track assets and ensure KACE agent deployment and reporting compliance