# JORGE **VARGAS**

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Senior Service Desk professional with over 7 years supporting enterprise environments. Skilled in remote technical support, VPN setup, mobile device management (Intune), Active Directory administration, and ITIL best practices. Committed to delivering excellent service and efficient issue resolution.

## EXPERIENCE

MAY 2024 – PRESENT
### IT SUPPORT, PACTIV EVERGREEN

- Configure laptops and desktop computers for new starters, ensuring systems meet company standards and are fully operational.
- Use ServiceNow to manage incoming IT tickets, providing timely resolution for hardware, software and network requests.
- Set up and troubleshoot handheld devices, VMU´s (Vehicle Mounted Units), Centern devices to support warehouse and operational staff.
- Assign and configure Cisco IP phones for new employees, ensuring seamless communication setup.
- Enable ports on Cisco switches to provide connectivity for newly assigned desks and workstations.
- Collaborate with the U.S. based network team to configure Cisco Switches, enable ports, and assist with additional network setup tasks to support hardware deployments and desk installations.

OCTOBER 2022 – MAY 2024
### IT SUPPORT, INTUGO – SAPPHIRE SYSTEMS

- Install, configure, and troubleshoot Pulse VPN and manage certificates to ensure secure and reliable remote access for users.
- Perform installations of essential software such as Adobe products, Microsoft Outlook, printer drivers, Java, and more for remote users.
- Troubleshoot and configure email accounts across various devices including iPhones and Android smartphones, ensuring seamless communication.
- Deliver exceptional customer service for incoming requests, services, and incidents, adhering to ITIL best practices using remote-control software for support.
- Create new user accounts in Active Directory (AD), facilitating smooth onboarding experiences for new employees.
- Prepare laptops for new users, including Intune setup, to provide ready-to-use hardware that meets company standards.
- Utilize Microsoft Admin Center to assign software licenses to new users, ensuring they have the tools needed for their roles.

APRIL 2020 -SEPTEMBER 2022
SENIOR SERVICE DESK, HCL – NXP SERVICE DESK

- Provide customer service to incoming caller requests, services, and incidents in an ITIL environment utilizing Bomgar remote control software.
- Record and track all assigned service desk incidents for problem resolution. Ensure all tickets contain accurate information for escalation to upper tiers or applicable teams for further troubleshooting.
- Support an Active Directory and Microsoft Windows 7 and Windows 10 enterprise environment.
- Install, configure, and troubleshoot Pulse VPN and certificates for remote users.
- Install Adobe, Outlook, Printers, Java, etc. software for remote users.
- Troubleshoot and configure email accounts for users on iPhone, android.

JULY 2018 – APRIL 2020
SERVICE DESK, TATA CONSULTANCY SERVICES – PEPSICO SERVICE DESK

- Install, configure, and troubleshoot cisco VPN and certificates for remote users.
- Install Adobe, Outlook, Printers, Java, etc. software for remote users.
- Troubleshoot and configure email accounts for users on, iPhone, android.
- Provide customer service to incoming caller requests, services, and incidents in an ITIL environment utilizing a remote-control software.
- Record and track all assigned service desk incidents for problem resolution. Ensure all tickets contain accurate information for escalation to upper tiers or applicable teams for further troubleshooting.
- Support an Active Directory and Microsoft Windows 7 and Windows 10 enterprise environment.

EDUCATION

BACHELOR OF SOFTWARE DEVELOPMENT AND NETWORK ENGINEERING,
UNIVERSIDAD TECNOLOGICA DE MEXICO, GUADALAJARA JALISCO, MEXICO
APRIL 2023

SKILLS

**Technical skills:** VPN Configuration and Troubleshooting (Pulse VPN, Cisco VPN, Forti Client), Software Installation and Configuration (Adobe Suite, Microsoft Office, Java), Email Configuration and Troubleshooting (across various devices/platforms), Active Directory Management, Mobile Device Management (Intune, endpoint administration), Network and User Account Troubleshooting
Operating System Support (Windows 7 to Windows 11), Remote Desktop Support (Bomgar, Quick Assist, Team Viewer), Hardware Setup and Configuration (laptops, desktops, printers)
Service Desk Ticketing Systems (ServiceNow, ITIL framework), License Management (Microsoft Admin Center), Webex Account Creation and Management, Microsoft MFA, Mimecast, CrowdStrike, Concur.

**Hardware:** Dell Latitude 5540, 7440, 7430, 7430, Lenovo ThinkPad T Series, MacBook Pro, iPhone, iPad, android devices.

**Soft Skills:** Problem solving and analytical thinking, ITIL Best Practice Knowledge, SLA Adherence and time management, Incident tracking and escalation.