

KNOWLEDGE & SKILLS

- Disaster Recovery
- Customer Service
- Communication
- Mac OS
- Epic Hyperspace
- Active Directory
- ServiceNow
- Virtual Support
- Time Management
- Attention to Detail
- Cisco Finesse
- IT Support
- BMC Helix
- VPN

MILITARY EXPERIENCE

Retired Military Police Officer

- Successfully patrolled assigned areas both by car and on foot, ensuring the safety and security of the community
- Conducted thorough interviews with witnesses and suspects to gather critical information in the investigation of crimes, contributing to the successful resolution of numerous cases
- Assumed responsibility for ensuring the security and preservation of crime scenes, ensuring the integrity of the evidence collection, and the evidence
- Proudly served my country during Operation Iraqi Freedom, demonstrating bravery, commitment, and dedication to protecting national security
- Contributed to successful operations with special forces and provided security for high-value targets, demonstrating expertise in risk management assessment and threat mitigation

PROFESSIONAL EXPERIENCE

2017-Present

IT Consultant

- Proficient in utilizing Active Directory to efficiently reset passwords for on-premise users
- Verified security group membership across various organizational units, ensuring strict adherence to security protocols
- Extensive experience in troubleshooting Citrix storefront-related issues using Citrix Director, ensuring seamless user experience
- Utilized Azure AD to successfully reset multi-factor authentication (MFA) and provided exceptional support for self-service password resets
- Demonstrated exceptional data privacy skills in handling personally identifiable information (PII) within Epic systems
- Collaborated closely with contractors to facilitate streamlined user provisioning access, ensuring efficient workflow processes
- Effectively communicated with end users, providing assistance in accessing their patient portals for patient administration purposes

Cable Installer

- Built strong relationships with customers through daily face-to-face interactions, delivering exceptional customer service and building trust
- Skillfully installed and set up customers' internet, TV, and phone lines, ensuring a seamless and positive experience
- Rapidly resolved any issues with customers' internet, TV, and phone lines, demonstrating expertise in troubleshooting and problem-solving
- Proactively upsold parts, packages, and other products, consistently exceeding sales targets and contributing to the growth of the company

Technical Support Professional

- Expertly diagnosed and resolved a wide range of technical issues, including internet, software, desktop, networking, and infrastructure problems, demonstrating exceptional technical abilities
- Provided comprehensive support to a large and diverse customer base, delivering exceptional service and building customer loyalty
- Skillfully troubleshooted and identified issues with a variety of devices, including PC's and Mac's, laptops, and mobile devices, ensuring efficient resolution of problems
- Demonstrated expertise in troubleshooting and identifying issues with both Windows and Mac operating systems, contributing to the effective resolution of technical problems
- Delivered in-depth customer support, consistently exceeding customer expectations and building trust through exceptional service
- Established strong relationships and rapport with customers, demonstrating a commitment to customer satisfaction and building customer loyalty

EDUCATION AND AWARDS

- **Secret Security Clearance** – United States Army
- **IT Project Management** - New Jersey Institute of Technology
- **Six Sigma Green Belt** - New Jersey Institute of Technology
- **MTA: Windows Operating System Fundamentals** – Self Study - Completed

Extra-Curricular Studies

- **CCNA 200-301** – Self Study
- **Wireshark** – Self Study
- **Oracle DBA 11g/12c** – Self Study
- **OH Home Inspection** – Self Study