CHRISTOPHER A. DIAZ
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IT Support Specialist
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:**

- ❏ Help Desk Ticketing Systems
- ❏ Problem Diagnosis
- ❏ Technical Troubleshooting
- ❏ Phone & Online Support
- ❏ Office 365 Support
- ❏ Customer Service
- ❏ Complaint Handling

TECHNOLOGY PROFICIENCIES

Ticketing: Cisco Finesse, NTT Data Service Desk,

Software: Active Directory, Office 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

SYSTEM ADMINISTRATION EXPERIENCE

WINDOWS SERVER 2016 | Hands-On Virtual Labs
- Installed and setup VirtualBox, Windows Server 2016, linked clones, and RDP.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.
- Setup Azure AD Connect for hybrid Azure AD join and seamless SSO using password hash sync.

WORK EXPERIENCE

NTT DATA, Miami, FL   7/2021 – 1/2024
Help Desk Associate

Responsible for providing telephone/email/ and remote diagnostic technical support of hardware, systems, sub-systems and/or applications for customers. Answer questions about installation, operation, configuration, customization, and usage of assigned products. Apply diagnostic techniques to identify problems, investigate causes and recommend solutions to correct failures. Document problems in the support solution database for diagnostics and solution implementation.

Key Contributions:
- Maintained outstanding attendance and customer service ratings.
- Answered technical support calls providing and escalating to other support groups.
- Troubleshooting desktop, printer and notebook issues.

CANON USA, Miami, FL   1/2020 – 3/2020
Technical Representative

Identified, investigated and resolved user's problems with computer software and hardware. Fields support calls, chat, email and/or other communication from users with inquiries regarding software programming, connectivity, printing, and similar concerns.

EDUCATION & CREDENTIALS

CompTIA A+

Bachelor's Diploma
MIAMI-DADE COLLEGE, Miami, FL - Cybersecurity