

Derek Schelberg

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EDUCATION / CERTIFICATIONS

CompTIA Security + Certified | 2020

CompTIA Network + Certified | 2019

Regents Diploma | Edward R. Murrow School | Brooklyn, NY | 2011

WORK EXPERIENCE

Lincoln Business Machines (*Managed Service Provider*)

New York, NY

Remote Support Technician

September 2019 – Current

- Diagnose, troubleshoot, and resolve over 50 level 1 and level 2 tickets per week involving software, printers, and networking issues
- Executed a project requiring the organization, configuration, and documentation of over 200 users from multiple companies to be setup for remote access during the COVID-19 outbreak
- Create, modify, and delete user accounts in Windows Active Directory
- Perform patch management of over 200 client servers (Windows Server 2012 and Windows Server 2016) and manage, maintain, and troubleshoot local Windows and Cloud backups.

Lock and Tech USA

New York, NY

Dispatcher/ Help Desk Support

February 2016 – October 2019

- Performed end user support including remote installations, OS and software upgrades, printer repairs, and resolved issues with software applications.
- Provided excellent customer service improving the company's Yelp rating from the time of employment

TECHNICAL SKILLS / KNOWLEDGE

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| • Windows Active Directory | • Repair Shopr / Syncro MSP Ticketing system |
| • Windows Server 2012, 2016, 2019 | • OSI Model |
| • Windows 7 / 10 Troubleshooting | • Microsoft Office suite |
| • TCP/IP | • LAN / WAN |
| • VMware Workstation Pro / Virtualization software | • DHCP |
| • Windows command line | • DNS |
| | • Pass Portal |

SOFT SKILLS

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| • Excellent customer service skills | • Self-motivated |
| • Team-oriented | • Organizational skills |
| • Excellent oral, written, interpersonal, and communication skills | • Analytical |
| | • Strong verbal and written communication skills |