Benjamin Leland

leland.benjamin@gmail.com   -   310-867-0597   -   Somersworth, NH

SUMMARY:

- Experience in delivering technical support engineering, computer diagnostics, and repair.
- Proven experience with operating system migration and installation in complex Microsoft environments.
- Technical knowledge of web development with PHP and SQL.
- Working knowledge and experience with networking and network analysis.
- Proficient with version control systems such as Git.
- Experience with object-oriented programming (Java and Python).

EDUCATION: **University of New Hampshire,** Durham, NH
Bachelor of Information Technology, May 2018 – Minor in Business Administration

PROFESSIONAL EXPERIENCE

Junior Systems Administrator   **May 2019 to Present**

Micronics Engineered Filtration Inc., Portsmouth, NH

- Assisting with migration from fully on-premises to a hybrid cloud solution
- Virtualizing critical components of IT infrastructure for better scaling and redundancy
- Implementing and testing endpoint backup solution for each company site
- Automating common administrative duties with scripts and deployment tools
- Enabled remote workforce solution including infrastructure, training, documentation, and support during Covid-19 pandemic

IT Support Technician   **May 2018 to May 2019**

Micronics Engineered Filtration Inc., Portsmouth, NH

- Sole IT support for company of roughly one hundred computer users
- Maintenance and deployment of various IT infrastructure (MDT/WDS, WSUS, backup solutions, networking equipment, etc.)
- Migrating multiple sites to new locations
- On-site support and in place upgrades of offices around the country as well as Mexico
- Handling the creation and management of users, policies, and organizational units in Active Directory
- Management and deployment of all servers (Hyper V, AD, DNS, DHCP, RDP servers)

IT Help Desk I - Contract   **Nov 2017 to May 2018**

Liberty Mutual Insurance, Dover, NH

- Taking internal technical support calls for Liberty Mutual employees around the world
- Assisting with employee migration from Windows 7 to Windows 10
- Maintaining a ticketing queue, resolving a wide range of computer troubles
- Providing professional support and thorough documentation, training where available to help reduce call volume
- iPhone and Android setup for use within a corporate environment
- Assist in managing RSA tokens for remote authentication (VPN connection, etc.)
- Troubleshooting, diagnostics and configuration of corporate computer and networking equipment

Advanced Repair Agent   **Oct 2016 to Nov 2017**

Best Buy Stores - Geek Squad, Newington, NH

- Diagnosing, troubleshooting, and repairing a wide variety of computer hardware and software
- Working on a team of three to facilitate all computer repair in the Newington, NH Geek Squad location
- Maintain efficient workflow to ensure the timely completion of all repairs, utilizing a central ticketing system
- Restoring and configuring consumer devices to customer specification
- Providing phone support and assisting with reservations for in-store/in-home consultation
- Overseeing day to day operations of the front of precinct