

Objective

With a solid customer support background and a passion for programming, I have focused on providing the best possible support for companies and their users, as well as worked to provide the best technical solutions to business necessities.

Employment

AdaptHealth, Las Vegas, NV

August 2019 – January 2021

IT Support Specialist

- Support of an Office 365 / Azure AD environment.
- Provided remote Tier 2 technical support to nationwide users.
- Leading the Fax Support team, working with various vendors and companies (both internal and external) to provide support, ports, and translations of old fax flows into our company environment.
- Assist with nationwide deployments and various projects aiding the Merger and Acquisition team, including creating solutions, user training, and leading implementations of these.

AA Medical, Las Vegas, NV

December 2017 – July 2019

System Administrator

- Perform onsite and remote user support
- Monitor clients, servers, and other hardware, performing both hardware and software support
- Building and implementing FreePBX based phone system to replace a Cisco phone server.

Knoah Solutions, Las Vegas, NV

Tier 1 Technical Support

- Provide Tier 1 tech support to public customers through chat for various products
- Worked alongside business customer to improve our support process
- Assisted with product rollouts to a new country, utilizing both company and public resources.

Technical Skills

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| • <i>Python</i> | • <i>Azure AD</i> | • <i>VoIP Support</i> |
| • <i>Powershell</i> | • <i>Windows/Linux Support</i> | • <i>VMWare Support</i> |
| • <i>Microsoft Office 365</i> | • <i>Windows AD</i> | • |
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