Derek Schelberg

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EDUCATION / CERTIFICATIONS

CompTIA Security + Certified | 2020

CompTIA Network + Certified | 2019

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

WORK EXPERIENCE

Lincoln Business Machines (*Managed Service Provider*)   New York, NY
Remote Support Technician   September 2019 – Current

- Diagnosed, troubleshot, and resolved over 50 level 1 and level 2 tickets per week involving computer networking, MS Office and various software applications, and printer issues.
- Administered a project requiring the configuration, and documentation of over 200 users from multiple companies for remote access during the COVID-19 shutdown.
- Perform patch management of over 200 client servers (Windows Server 2012 and Windows Server 2016) and manage, maintain, and troubleshoot local Windows and Code42 Cloud backups.
- Create, modify, and disable user accounts in Windows Active Directory

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

- Windows Active Directory
- Windows Server 2012, 2016, and 2019
- Windows 7 / 10 troubleshooting
- TCP/IP concepts
- VMware Workstation Pro
- Repair Shopr Ticketing System

- Advanced IP Network / Port scanner software
- Wireshark packet capturing
- Microsoft Office suite
- LAN / WAN concepts and troubleshooting
- DNS, DHCP
- OSI Model

SOFT SKILLS

- Excellent customer service skills
- Excellent oral, written, interpersonal, and communication skills
- Independent problem-solving skills

- Self-motivated
- Analytical
- Team-Oriented
- Extremely motivated