

Derek Schelberg

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EDUCATIONS / 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*)
Remote Support Technician

New York, NY
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
Dispatcher/ Help Desk Support

New York, NY
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 | • Ticketing system |
| • Windows Server | • 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 |