

D'Najha Douglas

Las Vegas, NV 89102

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(702)917-7289

I am a highly motivated individual interested in obtaining an entry-level IT help desk position and enhancing my educational and professional skills at a stable and dynamic workplace.

Work Experience

Warehouse Associate

Amazon - Las Vegas, NV

November 2019 to December 2020

- Processed, packaged, and shipped orders.
- Organized stocks and maintained inventory.
- Inspected products for defects and damages.
- Performed maintenance and setup on various warehouse equipment.
- Focused on quality customer experience.

Education

High school diploma

Sierra Vista High School - Las Vegas, NV

May 2019

Skills

- Experience with Windows 7/10, Server 2016/2019, Virtual Machines, and VMware
- Experience with Active Directory, Dns, Dhcp, Outlook, and Microsoft Exchange 365.
- Account creation, Disable accounts, unlock accounts, and password resets in active directory
- Troubleshooting Word, Excel, PowerPoint, Outlook, Zoom, Cisco, and Citrix on virtual desktop.
- • Creating distribution groups, security groups, contacts, calendars and shared mailboxes on active directory and Exchange 365.
- Setting up 2 factor authentication, creating accounts, and unlocking user accounts on Duo Mobile.
- MDM phone permissions.
- Understanding of ticketing systems (Freshservice and Jira).

Certifications and Licenses

ITIL v4 Foundation December 2020 to Present