• Microsoft Office

• Connectwise Manage

• Connectwise Automate

• Brightguage

• Windows and Mac OS

• Server 2008 R2/2012 R2/2016/2019

• Remote Desktop Protocol

• Watchguard VPN

• Datto Solutions

• Teamviewer

**EXPERTISE**

14752 NW Shackleford Rd. Portland, OR 97229

* Used attentive listening tactics to quickly and efficiently find the customer’s issue and resolve it
* Assisted students and faculty in person, remotely, and on-site in order to resolve all issues
* Used creative problem solving to find solutions to various, complex computer related problems
* Employed time management techniques to ensure quality performance in a timely manner
* Managed tickets with Footprints Ticketing Software and used Microsoft Remote Assistance and Windows/Mac OS X all versions, /Linux OS Puppy, Ubuntu, Debian
* Used Anti-malware/Virus software Malwarebytes, Spybot, Ccleaner, Emsisoft Emergency Kit

2013

2014

**Tier 1 Helpdesk Technician**

University of Wisconsin Stevens Point | Stevens Point, WI

* Network troubleshooting and maintenance (LAN/WAN,MPLS/SD-WAN, DNS, DHCP, NAT, VPN),
* Exchange/Office365 hybrid management (User management, Exchange management console), ADFS/AAD SSO management and configuration
* Deployed and setup VPNs and provided troubleshooting
* Worked with and setup Datto backup solutions and Bitlocker recovery
* Domain administration (User accounts and security groups in Active Directory, Group Policy management, Print Server, File Server, DC/RODC setup/administration), Server administration and Hyper-V administration (clustered and non-clustered)(physical and HyperV, some VMWare) and deployment/replacement.
* Responsible for creating clear, thorough documentation as well as improving internal processes
* Solved issues with a variety of programs including the following: Sage, Quickbooks, Adobe, Yardi, Magic Touch, APRIMA, SmartSearch, AutoCad, Tigertext, and Foxit to name a few.

**OBJECTIVE**

**EMAIL :**

allensklar@gmail.com

**PHONE :**

608-963-9580

**EMPLOYMENT HISTORY**

**Tier 1 Helpdesk Technician**

Pacific Office Automation | Portland, OR

2018

2020

High energy and optimistic professional. Looking to further my education in the technology field and use my award-winning customer service and exceptional time management skills to further the company and continue to grow as a person.

Tier 1 Support Specialist

**Allen Sklar**