Professional Summary

Highly seasoned and reliable computer *technician* and *telecommunications engineer* with a strong technical background and excellent client service record. Talented at explaining complex technical issues to clients and non-technical staff in a clear and understandable manner. Work independently or in a team setting providing all facets of IT supports and communication technologies. Able to multitask effectively and bring several simultaneous installation and repair projects to completion with full accuracy and efficiency.

1. Professional Work Experience

DXC Technology Mar. 2020 –Dec. 2020

**Senior IT Support Engineer at Microsoft IT Global Helpdesk**

* Installed and maintained computer operating systems hardware and software packages
* Performed Azure Active Directory and local AD domain join
* Provided technical assistance and guidance to technical and non-technical users in the use of software & hardware devices
* Set up, configured and troubleshot problems with Windows Remote Desktop connections
* Registered Windows 10, Mac and mobile devices with Microsoft Intune service
* Configured all mobile devices for thousands of Microsoft employees using Mobile Device Management suite or Intune Services to protect corporate resources.
* Configured , troubleshot and resolved printer software issues
* Troubleshot and identified sign in problems in Azure Active Directory domain services
* Troubleshot and resolved Microsoft 365 products issues (Outlook & Microsoft Teams connectivity issues)
* Troubleshoot and fixed SharePoint Online and OneDrive for Business sync issues
* Troubleshoot and resolved LAN network and Remote Access connectivity issues
* Troubleshot PC software problems and recovered Windows OS from blue screen of death and system crashes.
* Troubleshoot computer software and hardware problems

Previous Relevant Work Experience

**Unisys Corporation Sep. 2015 –Feb.2020**

**IT Support Technician for Microsoft IT Global Helpdesk**

* Troubleshot and resolved LAN networking, & Office 365 products issues (OneDrive for Business & SharePoint site synchronizing issues, Outlook & Skype//Microsoft Teams connectivity issues).
* Troubleshot computer software problems and recovered Windows OS from blue screen of death and system freezes.
* Installed and configured Microsoft IT Windows OS images via Microsoft WDS, Easy Installer or bootable USB sticks.
* Performed PC hardware diagnostic tests, identified the source of the components’ failure and repaired the defective parts.
* Researched and customized a PowerShell script for DRM-protected file issues -resulting in an increase in mission-critical resolutions of more tickets.
* Managed over 15 technical issues daily and consistently met high service standards—achieving exemplary customer satisfaction scores, consistently outperforming average of 95%.
* Trained and mentored new members of the team.
* Tracked and monitored incident queues for unassigned and assigned tickets with Microsoft ticketing systems

2. Education

Master of Technology in Telecommunications Engineering 2010 - 2012

University of Vaasa , Finland

3. Certifications and Training

* Certificate of Completion in Networking Essentials from Cisco Networking Academy, Feb. 2021
* Certificate of Completion in Introduction to Cisco Packet Tracer from Cisco Networking Academy, Feb. 2021
* **HP** Certified Technician and administrator, April 2020
* **Lenovo** Certified Technician, April 2020
* **Dell** Certified Technician, April 2020
* **Udemy** Certification of Completion in Microsoft Excel from Beginner to Advanced, Nov. 2017
* **MCP**–Managing Office 365 Identities / Azure AD services, July 2016
* **CompTIA A+** Certification, Aug. 2015
* **MCTS**–Windows Server 2008 R2 Active Directory Configuration, June 2015
* **MCTS**–Windows Server 2008 R2 Network Infrastructure Configuration, Mar. 2015
* **CCNA**-Routing and Switching, Dec. 2014
* **Coursera** Certificate in Internet History, Technology & Security by University of Michigan, Sep. 2014
* **Coursera** Statement of Accomplishment in Computer Networks by University of Washington, Apr. 2014

4. Core Technical Skills

* Experience with workstation setup and computer hardware and software applications
* Extensive computer installation ad maintenance experience
* Advanced knowledge of Windows operating systems
* Experience with Windows 10 administration, maintenance, and troubleshooting
* High troubleshooting and analytical abilities
* Strong familiarity with Active Directory administration
* Experience with wireless network deployment and management
* Excellent proficiency in macOS and Linux Operating System (CentOS and Ubuntu)
* Proficiency with Windows PowerShell
* C++ and Java programming languages
* Good command of T-SQL for Microsoft SQL server