SHAKUILL PALIN

Based in: Texas, Open to Relocation
210-740-7394
Shak.Palin@outlook.com
Linkedin
Github

OBJECTIVE

To leverage over 10 years of technical experience, along with a strong background in design and troubleshooting skills, while transitioning into Web Development and UX Design. Seeking an opportunity to blend creativity with technical expertise, contribute to innovative solutions within a collaborative team environment, and continuously advance technical knowledge.

EDUCATION

Bachelor of Computer Science | Minor - Computer Programing - Baker College
Sept 2018-June 2022

EXPERIENCE

IT Support Specialist II | *Haven for Hope*

2024-Present

- Provide technical support and solutions for over 300 campus users and client partners, handling requests in both help desk and on-site environments.
- Configure and manage firewalls, switches, VPNs, and other network appliances
- Serve as a member of the Project Team by providing hands-on technical support for complex projects
- Travel to local customer sites to provide scheduled network maintenance, address outstanding concerns, and aid with project implementations and consulting when appropriate.
- Spearheaded a major domain migration in Microsoft 365 and Active Directory
- Provide Microsoft 365 administration with domain synchronization and migrations from G-suite and Exchange or other providers
- Implement network software and hardware upgrades
- Improve efficiencies by documenting and standardizing support processes while capturing and developing best practices
- Familiar with user research methods, basic HTML/CSS/Javascript/Python knowledge, and experience with design systems such as Adobe Photoshop and Procreate.

Technical Support Level II | *Total Quality Logistics*

2021-2023

- Orchestrated the smooth transition of all users from on-prem hosted Exchange to Full Office 365 email and business apps, implementing Single Sign-On and Azure Active Directory in a hybrid environment.
- Collaborated with Documation to optimize printing operations through multi-year printer contracts.
- Configured and managed Jamf MDM software, utilizing Apple Business Manager and Jamf to efficiently oversee iOS/OSX devices organization-wide.
- Spearheaded the deployment and management of a campus-wide WiFi solution using Ruckus Wireless, featuring a zd1200 controller and 32 APs.
- Configured and maintained application support within Citrix.
- Played a key role in configuring and maintaining an VoIP solution.
- Managed servers, including a host with 2 VMs serving as a domain controller and a 6TB file server, in addition to overseeing 60 PCs, 25 OSX, 25 iOS devices & 108TB Video Broadcast Server
- Maintained day-to-day system administration responsibilities, encompassing software implementation, antivirus management, patches & helpdesk

Escalations Manager | *HTC Global Services*

2016-2023

- Conducted root cause analysis (RCA) for IT incidents, improving response times and long-term issue resolution strategies.
- Managed high-priority escalations for Epic EMR software, ensuring HIPAA-compliant resolution of critical issues.
- Provided leadership during technology transitions, working closely with healthcare providers and IT teams to implement process improvements.