

# JOHN BLACK

john.m.black.16@gmail.com · 540-717-8420 · St. Louis, MO

---

## IT SERVICE DESK SUPPORT

---

**Service-Level Agreements & Compliance**  
**Enterprise Ticketing Software**  
**Cloud Services**  
**Networking Fundamentals**

**End-User Support**  
**User Education**  
**Knowledge Base Contribution**  
**Continued Growth in IT Knowledge**

---

## TECHNICAL AND PROFESSIONAL SKILLS

---

**End User Support:** PC, Laptop, and Mobile Device Configuration, Windows 10 Configuration, Microsoft 365 Apps, Spiceworks Cloud Help Desk

**Network Support:** Server and Network Device Configuration, Networking Fundamentals, TCP/IP Network Services, Windows Server Products, Hyper-V Virtualization, Microsoft 365 Administration, Active Directory, Domain Management, Access Controls, Securing Business Networks, Azure Fundamentals

**Collaboration Tools:** Slack, Zoom, Teams, SharePoint, Technical Documentation in OneNote

**Professional Skills:** Troubleshooting, Technical Assessment, Technical Research, Verbal and Written Communication, Client Relations

---

## TECHNICAL TRAINING

---

**IT Support Boot Camp,** Tek Ladder

Anticipated Graduation 09/2022

Intensive lab and project-focused training program with emphasis on Windows configuration, networking, service desk support, cloud services and business communication skills.

- Professional development training on the ability to communicate effectively, raise relevant questions, and think openly and assess for facts to create practical solutions.
- Solid foundational knowledge in cloud services solutions and management tools via Azure.
- Solid foundational support in troubleshooting, end-user support, device and server configuration, and network configuration, implementation, management, and security.
- Applied skills in technical summary review, infrastructure evaluation, and technical solution documentation.

**IT Support Bootcamp Projects,** Tek Ladder

Spiceworks Ticketing System

Applied technical knowledge of standard ticket flow process in a cloud-based service desk environment to analyze and troubleshoot client support needs. Worked to troubleshoot and resolve 40+ lab-based desktop and networking tickets via Spiceworks portal over a 4-week period.

IT Infrastructure Overhaul

Researched a company's background, current network, devices, and departmental needs to assess the overall network status in anticipation for expansion according to their design goals. Presented findings and recommendations via Zoom for a new and improved network that better accommodates the business and provides for future expansion. Included in the presentation were details about network usage and security policies implementation and documentation for viewing by other IT technicians.

---

## WORK EXPERIENCE

---

Supply Distribution Coordinator, St. Louis  
Children's Hospital  
St. Louis, MO

10/2021 – 03/2022

- Professionally procured health care supplies for the nurses on call at Saint Louis Children's Hospital.
- Performed accurate daily inventory using the BlueBin Kanban Supply Chain system on multiple hospital floors including the newborn intensive care units and pediatric intensive care units.
- Maintained exemplary rapport with the Registered Nurses assigned to the floors in order to provide a harmonious workflow.
- Provided thorough OTJ training to new employees assigned to the STL Children's Hospital warehouse.

Quick Response Tech, Scott Air Force Base  
Belleville, IL

08/2019 – 10/2021

- Provided MICAP validation/initial sourcing for all 5 Weapon System Management Flights under the 436th SCOS.
- Provided customers with accurate transportation data using Integrated Logistics System Supply (ILS-S), IDE/GTN Convergence (IGC), Material Release Order (MRO), Email, and Phone.
- Successfully contributed to a 99% Supply Departure Reliability Rate to support Air Mobility Command's contingency operations.
- Logistically supported transient/off-station weapon systems supported by the 436th Supply Chain Operations Squadron and 126th Supply Chain Operations Squadron.