



JUAN MARTÍN FRANCO

Help Desk Jr.

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Summary

Proactive and detail-oriented Technical Support Specialist with hands-on experience in setting up and managing complex IT environments. Proficient in Windows and Linux server deployment and administration, Active Directory configuration (both on-premises and Azure AD), and Microsoft 365 service management. I have knowledge in automating IT tasks with PowerShell, optimizing operational efficiency in user and system management. Proven ability to configure secure VPN access, provide remote support, and monitor IT infrastructure using tools such as Zabbix and Grafana. Experienced in managing software deployment with PDQ Deploy and handling Help Desk operations using Jira Service Management. Committed to providing high-quality technical support and resolving issues efficiently in dynamic environments.

Projects

IT Support and Administration Home Lab

I developed a complete homelab environment for a fictitious organization (JMFSof), implementing Windows and Linux servers along with Active Directory and Azure AD. I configured Microsoft 365 for user and license management, automating common tasks with PowerShell. I implemented Group Policy Objects (GPOs), software deployment with PDQ Deploy, and infrastructure monitoring with Zabbix and Grafana. I also configured VPN for secure remote access and used Jira Service Management to simulate a real Help Desk environment.

Powershell Automation Script (Under Development)

I developed a PowerShell project focused on automating various administrative tasks in Active Directory and general system management (retrieving system information, managing services, etc.). This project includes functionalities for bulk user creation and disabling in AD, significantly improving efficiency and minimizing manual effort.

Education



Universidad Nacional de Luján

Luján, Buenos Aires

Bachelor's Degree in Information Systems

2016 - 2025



E.E.S. N° 1 - Norberto Zanella

Carmen de Areco, Buenos Aires

Bachelor of Social Sciences

2009 - 2015

Hard-Skills

Operating Systems: Windows 10 • Windows 11 • Windows Server 2016 • Windows Server 2022 • Linux (Debian • Fedora • Ubuntu)

Virtualization: Hyper-V • VMWare • VirtualBox

Directory management: Active Directory • Azure Active Directory (Microsoft Entra ID)

Productivity: Microsoft 365 • Google Suite

Ticketing System: Jira Service Management (JSM) • Zendesk

Automation & Software Deploy: Powershell • PDQ Deploy

Certification

Google IT Support Professional Certificate