

## Steven Laff

IT Professional with a strong focus on customer service and building rapport with customers through communication and responsiveness. Learns new skills and applications quickly. Specializes in communicating technical information to non-technical customers.

### TECHNICAL SKILLS

LogMeIn Rescue, Active Directory, Group Policy, Microsoft Office, MS Access, Cisco Meraki, Ivanti HEAT ticketing system, BMC TrackIT ticketing system, MailChimp, Egnyte, WordPress, Exchange(GUI), Adobe Creative Cloud administration, Desktop and Laptop repair.

### PROFESSIONAL EXPERIENCE

#### Acorda Therapeutics

##### IT Technician Temp (Level 2)

1/2019 – 3/2022

- Provided technical support via IT Helpdesk, phone or email including logging all hardware/software related issues into the ticketing system
- Maintained, analyzed, troubleshoot and repaired computers, peripherals and printers.
- Installed upgrades and troubleshoot all Windows/MAC Operating Systems and corporate approved Windows/MAC compatible applications.
- Ensures all activated IT policies, SOP's and work instructions are understood by end users.
- Maintains and troubleshoots network connectivity as assigned.
- Initiates, monitors and manages issues that require escalation to vendors and service providers.
- Conducts IT asset inventory as necessary.

#### Global Healthy Living Foundation

##### Sr. Support Analyst / IT Manager

5/2017 – 8/2018

- Provided technical support to all users including remote support to the satellite office and traveling users; logged all support and tasks into Zendesk
- Installed upgrades/troubleshoot all Windows/MAC Operating Systems and corporate approved Windows/MAC compatible applications.
- Managed Custom Remote Free Wi-Fi sites via Meraki Cloud; Managed Phone system and GoToMeeting Conferencing
- Conducted IT asset inventory as necessary; maintained relationships with service vendors
- Updated web sites with new content (WordPress CMS / HTML)
- Recommended and purchased new computers and software; provided new employees on current technology and software

**Acorda Therapeutics**  
**IT Technician (Level 2)**

**10/2015 – 4/2017**

- Provided technical support via IT Helpdesk, phone or email including logging all hardware/software related issues into the ticketing system
- Maintained, analyzed, troubleshoot and repaired computers, peripherals and printers.
- Installed upgrades and troubleshoot all Windows/MAC Operating Systems and corporate approved Windows/MAC compatible applications.
- Ensures all activated IT policies, SOP's and work instructions are understood by end users.
- Maintains and troubleshoots network connectivity as assigned.
- Initiates, monitors and manages issues that require escalation to vendors and service providers.
- Conducts IT asset inventory as necessary.

**Pernod Ricard USA**  
**Desktop Support Analyst (contract)**

**6/2015 – 10/2015**

- Supported internal users at both the Level 1 and Level 2 ranks, including remote users Lync and DameWare Remote Control
- Coordinate between different IT Teams in regards to tickets and service requests
- Created AD User accounts and emails; Imaged and deployed new computers
- Set up new iPhones and iPads; Teleconferencing and AV Support (Polycom, Lync, Skype)

**Tommie Copper**  
**IT Support Analyst**

**10/2012 – 2/2015**

- Managed AD users including system setup and deployment
- Customized selected systems for users with specialized applications
- Provided timely resolutions to issues for executives, HR, and other high-profile users
- Serviced several departments and received broad exposure to procedures and security on a company level
- Desktop imaging and Deployment, working in an HP server environment
- Teleconferencing and AV Support (Polycom, Lync, Skype)
- Performed Migrations of user systems from XP and Windows 7 to Windows 10
- Used Clonezilla to image systems for deployment
- Imaged and deployed Lenovo Laptops for customer service agents to telecommute
- Installation of new VOIP system; managed ShoreTel Phone system

**CERTIFICATIONS**

ITIL Foundation Certificate in IT Service Management