

NIGEL L. WEST

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HELP DESK TECHNICIAN

Technical Support | Customer Support | Software Troubleshooting

Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for businesses along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**

Help Desk Ticketing Systems
Problem Diagnosis
Technical Troubleshooting
OS Installation

Phone & Online Support
Microsoft Office 365 Support
User Training & Support
Software Configuration

Customer Service
Complaint Handling
Software Installation
Computer Hardware

TECHNOLOGY PROFICIENCIES

Ticketing: ServiceNow, Spiceworks

Software: Active Directory, Office 365, Outlook, Duo, Slack, Zoom, Microsoft Words, Microsoft Excel

Browsers: Google Chrome, Microsoft Edge, Mozilla Firefox

Networking: LAN, Mesh Wi-Fi Network Systems, DHCP, VPN, DNS

Platforms: Windows 10 Enterprise, macOS, Android, iOS, Chrome OS

EDUCATION & CREDENTIALS

Microsoft 365 Fundamentals(2021)

Windows Server Administration Fundamentals(2021)

Windows Operating Systems Fundamentals (20221)

Google IT Support Professional Certificate

Merit America 02/2021- 05/2021

Computer Information Systems

Alabama State University 05/2012-08/2014

SYSTEM ADMINISTRATION EXPERIENCE

WINDOWS SERVER 2016 | Hands-On Virtual Labs

- Installed and setup VirtualBox, Windows Server 2016, linked clones, and RDP.
- Added Windows 10 client machines to Windows Server 2016 domain.
- Created and modified Active Directory template user accounts to hold various properties.
- Configured Window Server 2016 domain settings, server name, TCP/IP settings, and remote desktop.
- Created and linked Group Policy Objects (GPO) in Active Directory.
- Setup Azure AD Connect for hybrid Azure AD join and seamless SSO using password hash sync.

WORK EXPERIENCE

Prime Technical Services Inc.

09/2021 - Present

Tier 1 Corporate Service Desk supporting Peraton

- Provide problem resolution to end users via live phone calls for PCs and web based applications using knowledgebase
- Provide tier 1 support for end user hardware (Windows-based workstations and Laptops), and support of end users accounts via Active Directory and MS Office 365
- Utilize Service Now to log and track calls

State Farm Arena (Hawks, LLC)

11/2019 - 09/2021

Building Security Officer

- Maintain and analyze 30+ records of data with accuracy utilizing standard software (incident management system), resulting in a 27% decrease in operational errors
- Troubleshoot technical issues with communication and inventory software, improving overall team response rates
- Answering phones, screening and directing calls, and taking messages when necessary, improving communication by 26%

S.A.F.E. Management Atlanta, GA

3/2017 - Present

Titan Global Ent. Atlanta, GA

7/2017 - 09/2021

Security Supervisor

- Confer with staff to escalate important or recurring issues, resulting in modifications towards protocols and procedures
- Consistently meet department KPI metrics by efficiently resolving and de-escalating customer issues, increasing customer satisfaction by 40%
- Trained 100+ employees effectively enhancing the overall employee success rate by 20%

Alabama State University Montgomery, AL

2/2013 - 5/2013

Computer Lab Technician, Internship

- Increased the overall student success rate by 5% through assisting with printing management, software updates, troubleshooting equipment problems, technical support, and Audio/Visual
- Responsible for the maintenance and operation of the computer lab which resulted in a 100% reliability rate for students
- Managed 70+ computers in a networked environment by troubleshooting network connections, loading software, and troubleshooting issues on university-owned computers, increasing personal knowledge