

Lovely Tautua'a

IT Helpdesk | Support Technician

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RELEVANT SKILLS

Skills:

- Experience with Microsoft Office on Mac and Windows OS
- PowerShell, Terminal, Command Prompt
- Remote Support
- Experience with MECM (SCCM)
- Experience with JAMF and Intune – Mobile Device set up and troubleshooting
- Use Active Directory for password resets, account extensions and unlocking user accounts
- Troubleshoot network issues including VPN
- Virtual Machine installation and troubleshooting
- Familiar with Citrix Workspace Applications

WORK EXPERIENCE

Meta

Menlo Park, CA

Enterprise Support Tech

Feb 2021-Aug 2022

- Closing **2000+ help desk tickets, averaging 170 cases monthly** using an in-house ticketing system (**SRT and Bomgar**), offers users guidance through troubleshooting for a plethora of software and hardware issues (**Mac, Linux, Windows**), which results in a **positive CSAT score (Tech Helpfulness) of 99%**.
- Escalating issues to the correct teams and resolving a range of software, hardware, and connectivity issues resulting in **15+ closed cases daily**.
- Utilizing Virtual Machine (Citrix Jump host) on a **weekly basis** to add, remove, and move users within the Facebook **Active Directory**.

Stanford Health Care

Newark, CA

Service Desk Agent

Dec 2022-Present

- Using C-I-CARE to assist patients and internal employees in resolving software and hardware issues resulting in **1500+ first contact closed cases** using **ServiceNow**.
- Collaborating closely with Service Desk, 4-EPIC, and Field Support teams to resolve **25+ cases daily** in a timely manner.
- Utilizing **Bomgar** to remotely troubleshoot network issues, monitor/display issues, mapping printers, adding network drives, installing and uninstalling software resulting in a **15% increase in first contact closed cases**.
- Identifying and escalating high impact issues to reduce impact to patient care and business operations.

EDUCATION & CERTIFICATES

Year Up

Menlo Park, CA

IT Track

Aug 2020-Aug 2021

An intensive, competitive technical training and career development program with over 250 corporate partners, graduating thousands of students annually across the nation.

- Completed coursework in professional skills, and business communications, with specialized training in IT, learned about but not limited to Operating systems: Linux, Windows, Mac, Virtual Machines, PowerShell, Command Prompt, Computer hardware, Microsoft Products (Excel, Word, Outlook, etc.).