# Executive summary

* Bachelor of Science in Computer Science (2021) with 4+ years of IT experience in software support, server installation, and hardware repair.
* Certified in Microsoft Azure Fundamentals (2024) and pursuing Microsoft AI Fundamentals.
* OEM-trained with multiple Dell and Lenovo certifications in client, server, and storage corrective maintenance.
* Proven track record delivering enterprise IT support, ensuring system reliability and SLA compliance.

# Experience

## 03/2024 – Present, Worldwide Technology Services, New York, NY.

### Dynamic Server Support Technician

* Perform on-site and remote support for enterprise server hardware, including Dell, Lenovo, and HP systems, ensuring timely resolution of hardware failures and service requests.
* Execute hardware replacements (motherboards, processors, memory, LCD panels and display assemblies, PSUs, storage devices) with precision to restore business-critical systems.
* Document all service activity through enterprise ticketing systems, maintaining accurate records of hundreds of service calls to improve traceability and accountability.
* Collaborate with client IT teams and vendors to coordinate diagnostics, parts ordering, and escalations, reducing downtime for high-priority systems.
* Conduct post-service verification testing to validate system stability and performance after repairs.
* Provide professional customer-facing communication, building trust with clients during critical outages.
* Consistently recognized for meeting SLA requirements and minimizing system downtime across multiple client locations.

## 01/2023 – Present, SmartWebApps, LLC, Bridgeton, NJ.

### Software Support Engineer

* Develop automation to provide hourly, daily, and monthly backups of clients Web App files, using different retention period for each schedule.
* Deployment and configuration of instances of for Licensing-Software.com Web App on IIS 10.
* Deployment and maintenance of Web App application pools, file system permissions, and security.
* Documentation of Web App configuration, troubleshooting of Web App issues and error messages.
* Web App maintenance and support the Web App.

## 07/2022 – 01/2023, Mphasis, Montgomery Township, NJ.

### Associate Software Engineer

* Developed full-stack applications utilizing Java, Node.js, Angular, GIT, and Jira.
* Collaborated seamlessly with team members, ensuring the production of high-quality, collaborative code.
* Communicated with diverse teams, built rapport and long-term relationships.
* Achieved and maintained team-client synchronicity.
* Gained experience in utilizing modern technologies, including MAVEN, Postman, JUnit, Spring Boot, Docker, OAuth2, TypeScript, and AWS S3.
* Quickly adapted to financial intricacies, enhancing understanding of client requirements.
* Executed all duties adeptly, yielding optimal performance review results.

## Professional Certifications

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|  | Dell Client Systems Certified (2023–2025): Foundations and Advanced training covering desktops, laptops, and workstations.  Enterprise Hardware Certified: PowerEdge server and Dell Storage corrective maintenance for installs, removals, and repairs.  DSP Standards Certified: Security & Privacy, Service Expectations, Customer Communication, and Environment Health & Safety. | 4/2025 |
|  | Lenovo Qualified PC Service Technician | 3/2025 |
|  | Microsoft Certified – Azure Fundamentals | 4/2024 |

# Key Skills

* Hardware & Field Support: Dell- and Lenovo-certified in client systems, PowerEdge servers, and storage corrective maintenance; skilled in installs, removals, diagnostics, and part replacements.
* Systems & Networking: Experienced with Windows Server, Active Directory, IIS, and enterprise ticketing systems; strong understanding of networking fundamentals and troubleshooting.
* Programming & Automation: Proficient in Python, Java, SQL, and scripting for automation, with experience in web technologies (HTML, CSS, JavaScript).
* Cloud & Services: Microsoft Azure Fundamentals certified; working knowledge of cloud platforms, virtualization, and SaaS application support.
* Professional Strengths: Strong communication and documentation skills; proven ability to support enterprise clients under SLA requirements with reliability and precision.