Mark Pinto

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# Experience

## Service Desk Analyst | News Corp | Nov 2021-Present

**Princeton, NJ**

* Provide technical support to internal employees via calls and emails at various companies under NewsCorp including but not limited to Dow Jones, New York Post, Wall Street Journal, Harper Collins, Realtor, Market Watch, Investors Business Daily.
* Maintained a high rate of initial problem resolution through careful troubleshooting of applications, software, and network issues.
* Promptly referred unresolved issues to the appropriate team for additional support.
* Efficiently handled password resets, account unlocks, and responded to all emails in a timely manner by providing administrative support and monitoring the email queue.
* Developed detailed procedures and problem resolution articles (Knowledge Articles) to assist the team in troubleshooting and support the company
* Assisted in setting up user environments by providing and configuring Amazon Workspaces as well as VOIP Phones (Cisco IP Communicator, Cisco Jabber, Zoom Phone, Bria, Vonage)
* Effectively troubleshoot and resolved issues with various applications such as but not limited to Google Meet, Zoom, Microsoft Office Suite, VPN

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## Network and Helpdesk Administrator | New Jersey State Bar Association | Jun 2019 - Oct 2021

**New Brunswick, NJ**

* Support internal employees with technical and hardware issues through various means of communication such as phone calls, emails, and in-person visits at the New Jersey State Bar Association and its affiliated organizations, including the New Jersey Institute for Continuing Legal Education, the New Jersey State Bar Foundation, and the New Jersey Lawyers Assistance Program.
* Manage Windows-based systems, including imaging laptops/desktops, rolling out group policies, setting up user desks, desk phones and VOIP Phones
* Ensure the smooth functioning of network devices through regular maintenance and monitoring, including servers, firewalls, routers, and switches
* Update and support a record of all CD and On-Demand products in an online database (Personify)
* Resolve networking problems related to DHCP, DNS and TCP/IP
* Evaluate and implement different software solutions (password manager, cloud storage, VOIP among others) by communicating with vendors and select the best fit for the company’s needs
* Proficient in utilizing and managing Office 365 as an Admin, including deployment of licenses and administrative tasks such as allowing/blocking apps that connect with the service
* Organize the transition for our employees to work remotely due to the COVID-19 pandemic, such as moving telecommunications from onsite to offsite for remote work with VOIP

# Skills and Abilities

## Operating Systems and Software

* Windows 11, 10, legacy versions of Windows, Linux Distros, Mac OS, Chrome OS; Office 365 Admin, Active Directory, JAMF, Jenkins, Amazon Workspaces, OKTA Admin, Duo Admin, VPNs (Cisco Anyconnect, Pulse Secure, Global Protect), Mimecast Administration Console, Adobe Creative Cloud Suite

## Ticketing System

* ServiceNow, Salesforce

## Markup Languages/Framework/Web Technologies

* HTML, CSS, Bootstrap, Wordpress, Javascript

# Education

## Bachelor’s in Information Technology and Informatics | Rutgers university

**New Brunswick, NJ**

* GPA: 3.5/4.0
* Related coursework: Network and Internet Technology, Management of Technological Organizations, Web Design, Information Visualization

# Projects

## [My Personal Portfolio Website](https://codepen.io/markpinto/full/zbVJYJ)

* Develop a personal website with the use of HTML, CSS, and other web technologies

## [Business Website Redesign](https://codepen.io/MAP525/full/ayEBWG)

* Design a modernized website by taking an old outdated website layout with the use of the Bootstrap framework and better practices for user experience
* Document and reduce bad user experiences with old website layout

## My File Server

* Create a file server running Ubuntu server running Nextcloud
* Launch the server onto the internet for access to my files anywhere and anytime around the world with web technologies

# Certificates

## Responsive Web Design Certificate

* Developer Certification, representing approximately 300 hours of coursework by freeCodeCamp

## Google IT Support Professional Certificate

* A 5-course specialization by Google on Coursera. Specialization Certificate earned on February 18, 2019