NICK BIEDLINGMAIER

AGILE IT PROFESSIONAL WITH A FOCUS ON CLIENT SUCCESS

nbiedlingmaier@gmail.com | +1-512-317-1810 | Leander, TX | Open to Remote/Hybrid/Onsite

Summary

Agile IT professional with 15+ years of experience in technical support, IT operations, and customer service across diverse environments. Proven ability to manage systems, lead teams of up to 30 direct reports, and drive scalable solutions in NOC, help desk, and cloud-first infrastructures as well as on-premise or hybrid environments. Skilled in incident response, management, and cross-functional collaboration.

Certifications

- Microsoft 365 Certified: Fundamentals - July 2020
- Google IT Support Professional Certificate Specialization - November 2018
- RingCentral Communications Professional (RCCP) - May 2019
- Datto Technical Specialist I - April 2019

Work Experience

IT Operations Analyst - NOC Lead | Kendra Scott (Contract)
July 2024 - January 2025

New role created to drive and support the creation of a Network Operations Center (NOC) for the company. 6-month contract concluded successfully, transitioned responsibilities to internal IT from external MSP.

- Collaborated with leadership and operations teams to hand off responsibilities from their current MSP to internal IT.
- Became the primary escalation point for all help desk tickets.
- Built ServiceNow dashboards used to track team SLA response times and increase visibility into that data.
- Managed and maintained alert configuration for infrastructure via LogicMonitor, including a large-scale Cisco Meraki network deployment.

Technical Operations Lead | Mercury Financial
September 2022 - February 2024

Team manager and technical support escalation point for the company IT help desk and endpoint engineering teams.

- Manage and assign IT tickets and projects in Jira.
- Asset inventory management for laptops and mobile devices.

- Supported 2 office locations running Cisco Meraki for networking and Teams Rooms for video conferencing.
- Administrative level management of all Microsoft 365 apps and on-premise duties involving groups, users, and hybrid Entra AD sync.
- Established and led weekly Change Board Advisory (CAB) meetings to better facilitate team sync and collaboration on projects.

Sr. IT Support Team Lead | Curative
May 2021 - August 2022

- Team Leader overseeing a help desk of 8 technicians and primary IT liaison for all Texas locations.
- Google Workspace administrative user, group, and other duties in service of a large fleet of Chromebooks.
- Zoom Room setup and support in addition to building security monitoring duties.
- Led a smaller team of 3-4 technicians to supply a newly acquired warehouse with mobile networking ahead of project estimates.
- Helped setup a brand-new pharmacy location, including hardware setup and cable runs.

Technical Support Analyst | GCS Technologies
May 2019 - March 2021

- Provide T&M or hourly-rate IT support for local Austin clients in an MSP setting.
- All IT issues were fair game; including networking, hardware and software support, as well as on-site and on-call duties.
- Able to rapidly adapt to COVID-19 pandemic and roll out remote work solutions for our clients.
- Regular work with client project teams to ensure we met deliverable goals.

Customer Support Manager | Golden Frog
October 2012 - April 2018

Manager and incident escalation point for a team of 30 technical support representatives, supporting multiple SaaS and IaaS services focused on the consumer privacy space. Promoted several times during my tenure, eventually managing the team.

- Handled full agent employment cycle; interviewing, termination, PTO and timecard management leveraging ADP Workspace Now.
- Increased employee satisfaction rates by sending out management surveys and holding 1-on-1 session with each agent on a weekly or bi-weekly basis.
- Improved CSAT scores by over 30% by implementing customer experience surveys.
- Provided regular process and documentation updates to the team and ran training classes for product updates.
- Prior to this role, I was solely supporting the products and acting as escalation for my team throughout the various promotions.

Earlier relevant experience:

- Technical Support Engineer | Support.com | October 2011 - January 2012
  - Remote technical support for Comcast customers.
- Linux Systems Administrator | Hostgator | May 2011 - October 2011
  - Web hosting support via chat, email, and phone.
  - Root-level access to client environments to assist as needed.
- Technical Support Representative Level 2 | TeleNetwork | January 2009 - May 2010
  - Trained on multiple ISPs and provided customer support for connectivity issues.

Education

- Associate in Computer and Information Sciences | University of Wisconsin, Waukesha
  - 2006 - 2008
- Diploma | Kettle Moraine High School | Wales, Wisconsin
  - 2002 - 2006

Hard Skills

- **Operating Systems:**
  - Windows 10/11, Server, macOS, Android, iOS, and Debian-based Linux distributions such as Ubuntu.
- **Microsoft Azure/Entra Ecosystem:**
  - Entra AD, Microsoft 365, Product licensing, Intune MDM, Exchange, Sharepoint, Teams, OneDrive, and more.
- **Okta IAM, SSO Integrations, Endpoint Management**
- **Enterprise Software Solutions:**
  - Zendesk, Zapier, AWS, Adobe licensing, Trello, Jira, Slack, Github, Zoom, Teams.

Soft Skills

- **Customer Service:**
  - A customer-focused approach to all of my work has yielded consistently successful results.
- **Mentorship:**
  - IT offers a unique opportunity to skill-up more green technicians, so they are better equipped to handle new situations.
- **Honesty and Empathy:**
  - Owning any mistakes and playing a key part in their resolution.
  - If I am leading a team, an empathetic approach to coaching has always produced a more productive conversation.