

# NICK BIEDLINGMAIER

FORWARD-THINKING IT PROFESSIONAL WITH A FOCUS ON CLIENT & TEAM SUCCESS

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

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## Summary

Adaptable 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.

Seeking a senior technician or IT operations leadership role where I can drive team performance and customer experience.

## Certifications

- Microsoft Certified: Azure Administrator Associate - Projected Completion: 2025
- 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

## Education

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

## Work Experience

### **IT Operations Analyst / NOC Lead | Kendra Scott (Contract)**

July 2024 - January 2025

- 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 KPIs and SLA response times and increase visibility into that data, improving SLA compliance by 15%.
- 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

- Managed and assigned IT tickets and projects in Jira, also handled escalations from help desk and endpoint engineering teams.
- Assisted with inventory management for laptops and mobile devices.
- Supported 2 office locations running Cisco Meraki for networking and Teams Rooms for video conferencing.
- Administrated all levels of management for 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 improve project alignment across teams.

### **Sr. IT Support Team Lead | Curative**

May 2021 - August 2022

- Oversaw a help desk of 8 technicians and was primary IT liaison for all Texas locations.
- Administered Google Workspace user and group management for a mixed Chromebook and Windows environment.
- Set up and supported Zoom Rooms, 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 set up a brand-new pharmacy location, including hardware setup and cable runs.

### **Technical Support Analyst | GCS Technologies**

May 2019 - March 2021

- Provided T&M or hourly-rate IT support for local Austin clients in an MSP setting.
- All IT tickets were fair game; including networking, hardware and software support, as well as on-site and on-call duties.
- Rapidly adapted to COVID-19 and rolled 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

- Managed and handled escalations for a team of 30 technical support representatives, assisting with multiple SaaS and IaaS services focused on the consumer privacy space.
- Handled full agent employment cycle; interviewing, termination, PTO and timecard management leveraging ADP Workspace Now.
- Increased employee satisfaction rates by over 50% via sending out management surveys and holding 1-on-1 sessions 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 various promotions across my tenure.

## Earlier Experience

- Technical Support Engineer | Support.com | 2011 - 2012
  - Remote technical support for Comcast customers.
- Linux Systems Administrator | Hostgator | 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 | 2009 - 2010
  - Trained on multiple ISPs and provided customer support for connectivity issues.

## Technical Summary

A non-exhaustive list of my technical skills and aptitude with Enterprise Solutions Platforms.

- **Operating Systems:**
  - Windows Server (2008-2022+), Including current LTS releases. Android, iOS, Linux (Debian, Ubuntu)
- **Network Protocols & Technologies:**
  - OpenVPN, Wireguard, TCP/IP, VPN, FTP, DNS, DHCP, firewalls, switches, SMTP/POP3/IMAP, Print servers, SSH, IIS, and VOIP.
- **Microsoft Azure/Entra Ecosystem:**
  - Entra AD, Microsoft 365, Product licensing, Intune MDM, OOBEE, Exchange, Sharepoint, Teams, OneDrive, and most other M365 offerings.
- **Okta IAM, SSO Integrations, Endpoint Management**
- **Enterprise Software Solutions:**
  - Zendesk, Zapier, AWS (EC2, S3, Route 53), Adobe licensing, Trello, Jira, Slack, Github, Zoom.

## Soft Skills

The ability to adjust your tone to your audience and handle escalations with grace is key to any successful IT role. Any discussion should focus around the issue, individual, and possible resolutions while maintaining a neutral tone. Owning the case for the client through to resolution is key.

- **Customer Service:**
  - A customer-focused approach to all of my work has yielded higher customer satisfaction across the board, measurable in various roles via surveys and dashboards.
- **Leadership and Mentorship:**
  - It is important to train up those who are motivated to learn more in this field. I enjoy mentoring newer technicians and providing them the correct paths to resolution.
  - I encourage open-door talks and 1-on-1 sessions if I am in leadership roles.
- **Honesty and Empathy:**
  - I hold an honesty-first attitude in all of my work.
  - Any mistakes I make, I own fully and will see through to resolution, ensuring client or business satisfaction.