

NICK BIEDLINGMAIER

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

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Summary

Hands-on IT professional with 16 years of experience across technical support, NOC operations, infrastructure management, and cloud-first deployments. Skilled in root-cause analysis, system administration, and service delivery across hybrid and on-prem environments. Known for tackling complex escalations and delivering customer-facing solutions with a strong focus on uptime, security, and performance. Client resolution is my biggest focus and driver during my day.

Seeking an opportunity to obtain a hands-on technical position within a team and organization that has a passion for forward-thinking technological advancement, automation, and plans to grow.

Certifications

- Microsoft Certified: Azure Fundamentals - 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, Milwaukee | 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

- Led hands-on technical transition efforts from an MSP to internal IT support, serving as the primary escalation point for all help desk tickets.
 - The idea was to have me troubleshoot outside the box, which is my specialty, and come up with solutions to avoid sending it to the MSP. Although ultimately if I could not fix the issue, I was the one allowed to escalate to them.
- Developed custom dashboards in ServiceNow to visualize SLA data, directly contributing to a 15% improvement in compliance.

- This was less a leadership thing and more an ask from my boss. Which was beneficial in that I got to learn more about ServiceNow and its ins and outs.
- Managed and maintained alert configuration for infrastructure via LogicMonitor, including a large-scale Cisco Meraki network deployment.
 - They have/had 150+ stores nationwide to monitor and all ran on Meraki. This is done by dashboard monitoring, so if a hard-down escalation came in - I would begin there and troubleshoot with the ISP if needed.
- Drove all work using ITIL principals as guidance for project success.

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.
 - Lead role included triaging, but also working tickets myself in addition to escalations. Like any internal IT position, tickets varied but usually centered around issues with the endpoints themselves or MDM.
- Assisted with inventory management for laptops and mobile devices.
- Supported 2 office locations running Cisco Meraki for networking and Teams Rooms for video conferencing.
- Administered full-stack M365 and hybrid Entra AD environments, including licenses, groups, and identity sync. We had 3 Azure Domain Controllers synced and I needed to ensure all were doing that properly, while ensuring the necessary changes were being sent up to and back from Entra ID (Azure).
- Facilitated weekly Change Board Advisory (CAB) meetings to align IT changes across teams.

Sr. IT Support Team Lead | Curative

May 2021 - August 2022

- Delivered technical support across Texas operations, configuring Zoom Rooms, deploying mobile networking, and managing security systems.
- 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.
- Worked alongside a smaller team of 3-4 technicians to supply a newly acquired warehouse with mobile networking ahead of project estimates.
- Provisioned and deployed endpoints for new pharmacy sites, including custom cable runs, hardware setup, and software provisioning.

Technical Support Analyst | GCS Technologies

May 2019 - March 2021

- Provided Time & Material 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.

- Heavy focus on hybrid model clients syncing to Entra ID. Ensuring client accounts were created and maintained, leveraging M365 Compliance center for policies and Exchange for transport rules and to check for email delivery issues.
- 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

- Before promotion, served as Tier 2+ escalation for VPN tunneling, consumer routers, and OS-level troubleshooting.
- Learned global BGP routing used by our services, and made configuration changes to support uptime.
- Managed a team of 30 technical support representatives in the managerial role.
- Provided regular process and documentation updates to the team and ran training classes for product updates.
- Acclimated to the proprietary systems we had in place running on RHEL mostly, in order to properly troubleshoot client issues.

Earlier Experience

- Technical Support Engineer | Support.com | 2011 - 2012
 - Remote technical support for Comcast customers.
 - Troubleshooting and setup of W-Fi routers
 - Assisting with connectivity issues.
- Linux Systems Administrator | Hostgator | 2011
 - Web hosting support via chat, email, and phone.
 - Issues ranged from simple password resets to full site and domain migrations. Assisted with one-click installs, Wordpress databases, and other web hosting products.
 - Root-level access to client environments to assist as needed.
 - Ex: To run root commands or move items, copy, or manually install packages.
- Technical Support Representative Level 2 | TeleNetwork | 2009 - 2010
 - Trained on multiple ISPs and provided customer support for connectivity issues.
 - Promoted from Level 1 tech to Level 2 within the first year due to upskilling on different ISPs and taking a larger pool of calls.
 - Tier 2 involved assisting Tier 1 agents with any issues as well and acted as an escalation point for issues they could not solve.

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**
- **Data Privacy Compliance: PCI, HIPAA**
- **Enterprise Software Solutions:**
 - Zendesk, Zapier, AWS (EC2, S3, Route 53), Adobe Cloud, Trello, Jira, Slack, Github, Zoom, Crowdstrike, Qualys, and VMware Workspace One UEM (for fleet and MDM).

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.
- **Teamwork and Mentoring:**
 - 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 support peer development through regular check-ins and informal troubleshooting or ad-hoc training sessions.
- **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.