

Nikolas Armstrong

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Houston
TX**

**Phone
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EXPERIENCE

Boston, MA

SENIOR IT SUPPORT SPECIALIST

04/2016 – present

- Initiative of team process improvement and services improvement
- Ensure to follow Technical Change Management Procedure when there is any change requests
- Managing & Maintaining McAfee Antivirus and ensure all workstations are always running with latest updates
- Develop in-depth Product Knowledge in order to resolve customer questions and issues
- Assume ownership and provide consistent follow-through to assure problems are resolved and respond to last minute requests
- Provide technical support to Eurofins North American Laboratory users primarily in the area of front-end devices and maintain users' satisfaction with their IT working environment
- Providing advanced technical troubleshooting of hardware and software issues including root-cause analysis

Boston, MA

JUNIOR HELP DESK / IT SUPPORT SPECIALIST

01/2010 – 11/2015

- Assist in providing technical assistance ranging from system information and/or documentation to system configuration and problem resolution
- Assists executive-level and management in resolving technical issues on an emergency basis
- Assist customers and management in resolving technical problems on an emergency basis
- Works closely with other Chief Administrative Office directorates, outside resources (e.g., Microsoft) and House approved vendors to support and efficiently respond to user requests and issues
- Assists in the delivery of services as it relates to installation, configuration and troubleshooting of computer systems, printers and network connectivity, (e.g., Washington to District Office connectivity, Internet, remote access, etc.)
- Assists in developing user documentation/installation procedures
- Assist in developing user documentation/installation procedures

Detroit, MI

IT SUPPORT SPECIALIST

08/2003 – 11/2009

- Imaging, configuring and installing systems issued to users, decommission retired systems
- Undertaking other duties not specifically stated which from time to time are necessary without altering the nature or level of responsibility
- Updating inventory records via IT Asset management system
- Tuning up the system's performance for the best efficiency of the service
- Providing Telecom and Conference Room support
- Installing, Managing, and Configuration Windows Operating System
- Managing hardware and software inventory and ensure the inventory is up to date

EDUCATION

Bachelor's Degree in Computer Science

LOYOLA MARYMOUNT UNIVERSITY

SKILLS

- Ability to lift up to 50 lbs
- Strong customer focus
- Strong analytical and problem solving skills
- Ability to work effectively in diverse teams
- Ability to work well with other people in a team oriented environment
- Ensures that necessary reports (e.g. RCA, Post Implementation Review, etc.) are delivered
- Coordinate with all the relevant groups to analyze the cause and perform in-depth analysis to determine the permanent fix
- Coordinate with relevant groups to get the permanent fix tested and implemented on production
- Regular status updates to all stakeholder
- Supports and manage reporting (KPIs, Internal SLOs, Vendor SLAs, MOR, etc...)