MEGAN THOMAS

IT Help Desk Specialist

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in LinkedIn

WORK EXPERIENCE

IT Help Desk Specialist

Cigna

📅 2019 - current 📍 Philadelphia, PA

- Facilitated 1,742 remote support sessions using TeamViewer, *resolving 92% of issues without on-site intervention.*
- Detected and fixed 46 potential IT issues weekly through proactive monitoring with ServiceNow.
- Created a comprehensive IT help library through Confluence, enabling 68% of users to resolve common issues on their own by referring to documented solutions.
- Leveraged Microsoft Teams' bot and integration features to automate routine tasks, enhancing team productivity by 18%.

Network Technician

PNC

📅 2016 - 2019 📍 Pittsburgh, PA

- Monitored 634+ network devices with SolarWinds N-central, achieving a 97.6% uptime rate over the year.
- Integrated Wireshark to diagnose and rectify 131+ network latency issues, improving overall network speed by 22%.
- Supervised software licenses via Lansweeper, ensuring compliance to *save PNC $52,496 in non-compliance fines.*
- Introduced advanced firewall configurations that reduced unauthorized network access attempts by 73%.

Desktop Support Technician

UPMC

📅 2013 - 2016 📍 Pittsburgh, PA

- Led the deployment of Symantec Endpoint Protection across 1,286 workstations, *reducing malware incidents by 67%.*
- Established multi-factor authentication protocols in tandem with LastPass, improving system access security by 43%.
- Resolved 150+ monthly VPN connectivity issues using Cisco AnyConnect, ensuring continuous connectivity and minimal downtime for remote employees.
- Helped upgrade 278 systems, leading to a 59% boost in efficiency.

EDUCATION

Bachelor of Science
Information Systems

Carnegie Mellon University

📅 2009 - 2013
📍 Pittsburgh, PA

SKILLS

- TeamViewer
- ServiceNow
- Confluence
- Microsoft Teams
- SolarWinds N-central
- Wireshark
- Symantec Endpoint Protection
- LastPass
- Cisco AnyConnect
- Lansweeper