

# Nigel Dumont

## IT Analyst

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Chicago, IL

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**Hello!**

**I've put together a small presentation displaying my workflow an IT Analyst.**

**Enjoy.**

# Nigel Dumont

IT Specialist / Chicago, Illinois  
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## Work History

**IT Service Delivery Analyst Greenthumb Industries LLC**  
Chicago, IL - Hybrid  
May 2022 - Present

- Provided Tier 2/3 technical support for 4,000+ end users, resolving complex issues across desktops, VoIP phones, printers, software applications, and networks; supervised a team of Tier 1 helpdesk agents to ensure high service quality and customer satisfaction.
- Managed vendor relationships and coordinated procurement, ensuring seamless integration of hardware and software solutions to meet business needs.
- Served as Microsoft 365/Azure Administrator, managing user accounts, permissions, and licenses; facilitated new hire onboarding, user provisioning, and cloud resource management.
- Implemented and maintained cloud-based print and telecom systems (Xerox Cloud Print, Switchvox VoIP Cloud), improving system performance and reliability.
- Authored and developed IT Knowledge Base articles, reducing ticket volume by streamlining Tier 1 support workflows and enabling quicker resolution of recurring issues.
- Led the deployment and configuration of VoIP/telecom systems across corporate and retail locations, enhancing communication capabilities and system scalability.
- Collaborated with networking and field operations teams to integrate IT solutions, including port activations, VLAN assignments, IP whitelisting, and software updates, optimizing infrastructure performance and uptime.
- Diagnosed and resolved technical issues with minimal downtime, ensuring service continuity and adherence to SLAs.

**Operations Associate Farfetch**  
Chicago, IL - Onsite  
Sep 2020 - May 2022

- Led and optimized warehouse operations by implementing efficient inventory management systems, improving accuracy by 15%, and reducing order fulfillment time by 20%, ensuring timely shipment and delivery of goods.
- Managed cross-functional teams and coordinated daily operations, including shipping, receiving, and inventory control, while maintaining strict adherence to safety and compliance protocols, resulting in zero workplace incidents.
- Developed and streamlined operational processes, including automated reporting and real-time inventory tracking, which increased productivity by 25% and reduced inventory discrepancies by 30%.
- Collaborated with procurement, logistics, and sales departments to ensure seamless integration of supply chain operations, leading to improved supplier relationships and a 10% reduction in supply chain costs.

**IT Support Technician Lyric Opera House Of Chicago**  
Chicago, IL - Onsite  
Feb 2020 - Sep 2022

- Provided comprehensive technical support to 400+ employees in a hybrid Google Cloud and Microsoft 365 environment, ensuring seamless access to cloud-based applications, email, and collaboration tools.
- Facilitated the transition to remote work during the COVID-19 outbreak by implementing secure VPN solutions, troubleshooting connectivity issues, and configuring remote desktops, enabling 100% of staff to work efficiently from home.
- Administered user accounts and permissions within Google Workspace and Office 365, ensuring proper data access, security protocols, and ongoing support for remote and on-site staff.

**Customer Service Specialist Uber Technologies**  
Chicago, IL - Onsite  
Aug 2016 - Mar 2017

- Provided exceptional support to Uber drivers by leveraging in-house Apple software, resolving technical issues, and ensuring seamless app functionality to enhance driver experience and satisfaction.
- Utilized Jira and Zendesk for efficient ticket tracking and escalations, managing a high volume of inquiries while maintaining an average resolution time of under 24 hours, improving overall support efficiency.
- Conducted training sessions for new drivers, educating them on Uber policies, app features, and best practices, resulting in a 30% increase in driver onboarding efficiency and reduced support tickets related to onboarding issues.

**Front End Designer Modest Skateshop**  
Forest Park, IL - Onsite  
Nov 2016 - Feb 2017

- Developed and deployed a fully functional eCommerce website, integrating secure payment gateways and optimizing the user experience.
- Implemented a secure SoHo (Small Office/Home Office) network, enhancing security protocols and ensuring reliable network connectivity across the building.
- Utilized various tools and platforms including Adobe Dreamweaver, Adobe Illustrator, Adobe Photoshop for design and front-end development, and Excel, Outlook, Google Drive for project management.
- Built and customized websites using Squarespace, Wix, and WordPress, ensuring mobile responsiveness and SEO optimization.

**Lead Graphic Designer Coding While Black**  
Chicago, IL - Hybrid  
Jan 2016 - Oct 2016

- Designed and launched a fully functional website for Coding While Black, a nonprofit dedicated to bridging the gap between technology and inner-city communities.
- Led the rebranding efforts, including the creation of new logos and brand assets for use across multi-media platforms, ensuring consistent visual identity.
- Managed ongoing website maintenance and content updates to enhance site functionality and user engagement.

- Utilized WordPress for website development, Asana for project management, and tools like Adobe Dreamweaver and Illustrator for design tasks. Collaborated with stakeholders via Zoom and Skype to ensure project alignment.

**Front End Dev Bootcamp I.C Stars\* "Inner City Stars"**  
Chicago, IL - Onsite  
Aug 2015 - Dec 2015

- Selected to participate in a 6-month coding boot camp organized by I.C. Stars, in collaboration with UPS and TeamCare HealthCare Services.
- Led a team of four in the development of a beta mobile application for UPS workers, enabling access to their medical records through the app.
- Served as Lead Developer, overseeing the design and development process, from wireframing to implementation, ensuring functionality and usability.
- Application placed second in the competition, receiving an honorable mention for best-looking wireframe and user interface design.
- Utilized tools and languages including GitHub, SublimeText, Excel, PowerPoint, HTML5, CSS3, JavaScript, and SQL to build and present the project.

**Retail Employee / Frontdesk AE Computers**  
Berwyn, IL - Onsite  
Jun 2014 - Dec 2014

- Diagnosed and resolved technical issues on both Windows and Macintosh Operating Systems, ensuring smooth functionality and user satisfaction.
- Performed hardware reinstallation and data backup as needed, maintaining system integrity and minimizing downtime.
- Managed inventory tracking of used parts using Excel, ensuring accurate record-keeping and timely restocking of supplies.
- Handled the sale of parts online, assisting in the recycling and disposal of old equipment in compliance with company policies and environmental regulations.
- Provided phone support and customer service in the absence of the manager, ensuring consistent communication and problem resolution.

## Education / Certifications

**Google IT Support Certificate**  
Google  
June 2020

**Cisco CCENT**  
**Cisco Network Academy**  
Mar 2017

# What can I bring to the table?

**Industry Expertise and Knowledge** – Strong understanding of internal systems and industry-specific software. AD, M365, ServiceNow, Networking fundamentals/protocols, ticket lifecycles, etc.

**Adaptability/Flexibility** – Have proven in my career that I can provide both onsite/remote support on a 24/7 – 365 type basis, as well as different location types. ( Warehouses, Retail Stores, Offices )

**Career Growth & Commitment** – Progressed from retail customer support to a high level IT Analyst with certifications in Cisco. Comp TIA, and Google. Over 6+ years in IT and continuing to grow.

**Compliance & SOC Knowledge** – Familiar with regulatory requirements and standards.

# IT Service Management Software/Services

**Freshservice, JIRA, Zendesk** – Ticketing incident management software

**Bitwarden** – password management software

**365 Admin** – Corporate/Enterprise accounts

**Meraki** – GTI retail internet/networking hardware connectivity software

**Solarwinds** – Similar to Meraki, just a different platform

**Teams Admin center** – Used to monitor and administer our teams VOIP lines

**Azure Admin** – managers users group policy, etc

**Dutchie** – retail P2S system

**Connectwise** – Endpoint/Remote sessions

**Uniflow** – Print Management Server

**Manage Engine** – Endpoint/hardware monitoring

**FM Audit** – Xerox Print Server

**Canon Admin CSA** – Canon Admin Portal

**Xerox Device Audit** – Xerox Device Management

**Digium Portal** – Phone system management

**Amazon Poly** – Voicemail Setup for certain phone instances

**Adobe Admin Center** – Manages all of our Adobe Users and Products



ManageEngine   
**Endpoint Central**



# Remote

**Phone Hardware/System Monitoring** – Collaborate with retail staff to assess outdated hardware for replacement, troubleshoot internet outages, and ensure phone functionality, including inbound and outbound calling.

**Printer Hardware/System Monitoring** – Verify VLAN, DNS, and SMTP configurations for staff's "Scan to Email" functionality, ensure device uptime and network connectivity for reporting, and coordinate with vendors such as ProvenIT, Xerox, and Canon for support. Monitor device and network configurations via Meraki and Solarwinds.

**Hardware Movement/Offline Devices** – Track and manage printer and phone relocations, as well as offline devices. All devices, whether phones or printers, are traceable, allowing us to proactively address incoming tickets.

**Software Troubleshooting** – Provide support for applications like Excel, Dutchie, Microsoft Apps, and more.

# HQ/Onsite

**Technical Support & Coverage** – Provide IT support three days a week.

**Server Room Monitoring** – Maintain UPS systems and modems to ensure proper functionality.

**Access Point (AP) Monitoring** – Oversee and manage network access points for consistent connectivity.

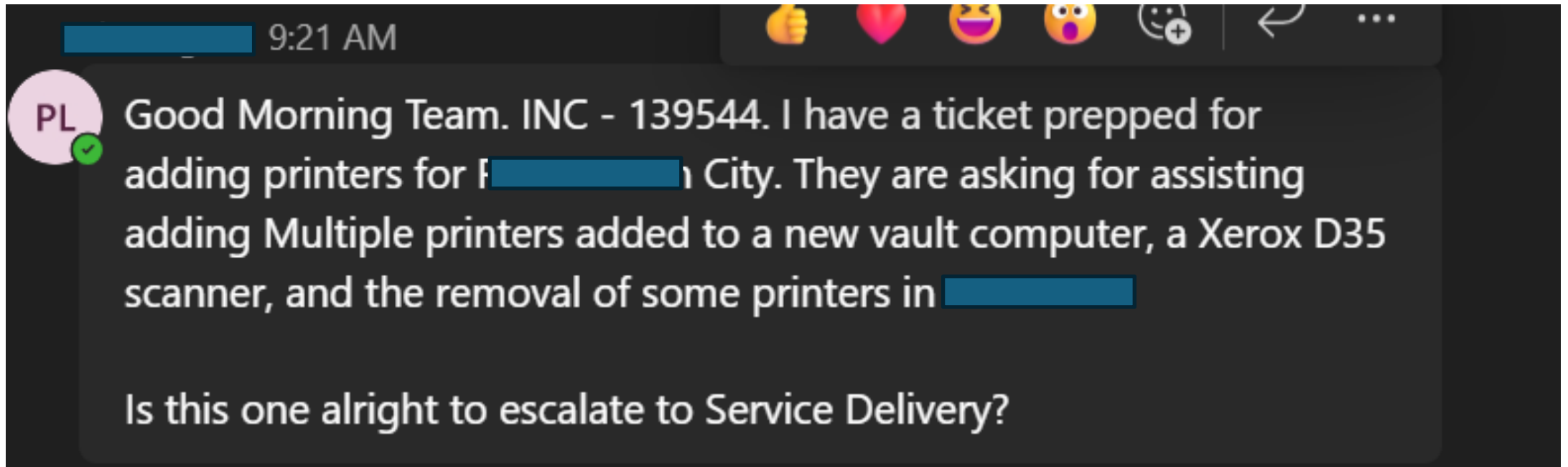
**Conference Room Maintenance** – Ordered and installed two new panels, reconfigured multiple rooms, and transitioned support from an outsourced vendor to in-house management.

**Office Organization** – Ensure all desks are equipped with monitors and essential peripherals such as mice, keyboards, and cables.

**Hardware Maintenance** – Regularly inspect and maintain office equipment, including TVs, projectors, access points, printers, and phones, to keep everything in working order.

# Escalations

I handled all ticket escalations and requests from Tier 1 and 2 as needed. After assessing the problem, we determine the best course of action for resolution.



































































































Printer Hardware & Software Management via our Xerox Portal in order to ensure proper device uptime.


All Printers

Actions Serial Number

↑ Customer

	Customer	Status	Incident	Model	Serial Number	Black	Cyan	Magenta	Yellow	In Scope	Networked	Last Communication	Color Capable	Meter Status	Printer Location
<a href="#">View</a>	Green Thumb Industries...	 Toner/Ink Low	 <a href="#">Complete</a>	VersaLink C405N	4HX738915					Yes	Yes	4/3/2025 3:22 AM	True	 Current	/1634 W/Main
<a href="#">View</a>	Green Thumb Industries...	 Up and Running	 <a href="#">Complete</a>	VersaLink C405N	4HX738758					Yes	Yes	4/3/2025 3:22 AM	True	 Current	/1640 Orchard
<a href="#">View</a>	Green Thumb Industries...	 Toner/Ink Low	 <a href="#">Complete</a>	VersaLink B405DN	9HB664532		-	-	-	Yes	Yes	4/3/2025 3:22 AM	False	 Current	/1640 Orchard
<a href="#">View</a>	Green Thumb Industries...	 Intervention Required	 <a href="#">Complete</a>	VersaLink C405N	4HX738916					Yes	Yes	4/3/2025 3:22 AM	True	 Current	/1675 Roanake
<a href="#">View</a>	Green Thumb Industries...	 Up and Running		B305	QRK649620		-	-	-	Yes	Yes	4/3/2025 3:22 AM	False	 Current	/1675 Roanake
<a href="#">View</a>	Green Thumb Industries...	 Intervention Required	 <a href="#">Complete</a>	C315	QRF875478					Yes	Yes	4/3/2025 3:09 AM	True	 Current	/1675 Route 9/
<a href="#">View</a>	Green Thumb Industries...	 Toner/Ink Low	 <a href="#">Complete</a>	VersaLink C405N	4HX734682					Yes	Yes	4/3/2025 3:09 AM	True	 Current	/1675 Route 9/
<a href="#">View</a>	Green Thumb Industries...	 Toner/Ink Low	 <a href="#">Complete</a>	VersaLink C405N	4HX739300					Yes	Yes	4/3/2025 3:22 AM	True	 Current	/1700 Quincy /
<a href="#">View</a>	Green Thumb Industries...	 Up and Running	 <a href="#">Complete</a>	VersaLink C405N	4HX732870					Yes	Yes	4/3/2025 3:10 AM	True	 Current	/1724 Gulf To E
<a href="#">View</a>	Green Thumb Industries...	 Up and Running	 <a href="#">Complete</a>	C325	ZLR216696					Yes	Yes	4/3/2025 3:10 AM	True	 Current	/1724 Gulf To E
<a href="#">View</a>	Green Thumb Industries...	 Up and Running		VersaLink B405DN	9HB664348		-	-	-	Yes	Yes	4/3/2025 3:22 AM	False	 Current	/175 Boston Pc
<a href="#">View</a>	Green Thumb Industries...	 Up and Running	 <a href="#">Complete</a>	VersaLink C405N	4HX733745					Yes	Yes	4/3/2025 3:22 AM	True	 Current	/175 Boston Pc
<a href="#">View</a>	Green Thumb Industries...	 Up and Running	 <a href="#">Complete</a>	B305	QRK651331		-	-	-	Yes	Yes	4/3/2025 3:22 AM	False	 Current	/175 Boston Pc
<a href="#">View</a>	Green Thumb Industries...	 Intervention Required	 <a href="#">Complete</a>	VersaLink C415	YCQ112067					Yes	Yes	4/2/2025 2:07 PM	True	 Current	/175 Circuit Av
<a href="#">View</a>	Green Thumb Industries...	 Up and Running	 <a href="#">Complete</a>	VersaLink C405N	4HX739056					Yes	Yes	4/3/2025 3:22 AM	True	 Current	/18607 Detroit

    Page  of   Items Per Page

1 - 200 of 244 Items 



Not secure https://10.14.16.207/home/index.html#hashHome

## Xerox® VersaLink® C405DN MFP

Home

Address Book

Jobs



### Sleeping

Device: VersaLink C405  
IP: 10.14.16.207  
Location: Latrobe  
Administrator:

### Notifications

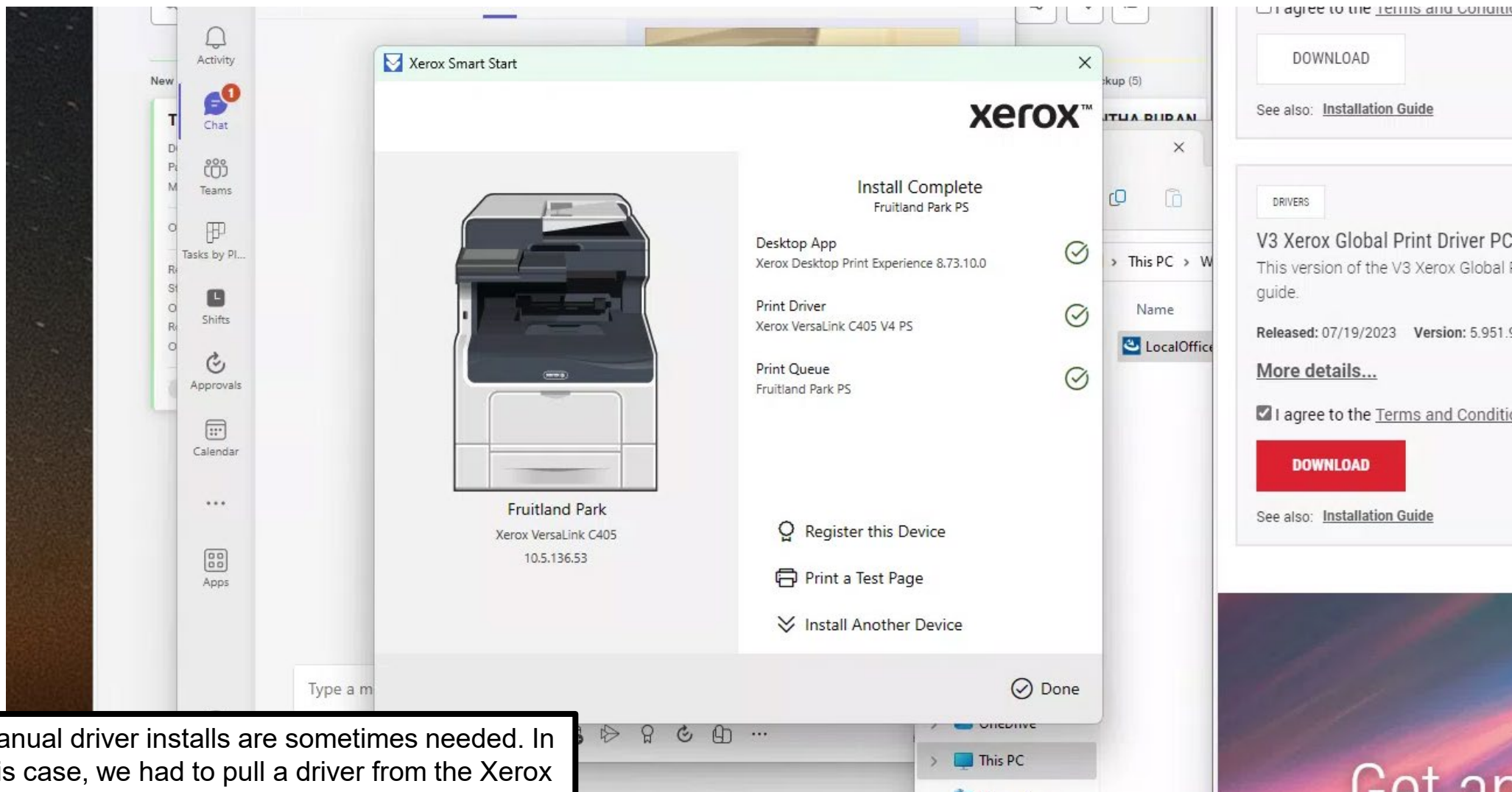
Reorder Magenta Toner (M)

Reorder Black Toner (K)

### Trays

1 Letter (8.5 x 11")  
Plain

Remoting into printers via IP address in-order to verify what issues are reported or to check over status and connectivity.



Manual driver installs are sometimes needed. In this case, we had to pull a driver from the Xerox website.

## VOIP Hardware / Software Management via our Digium Switchvox portal

The screenshot displays the Switchvox management portal. At the top left is the Switchvox logo, and at the top right is a 'Welcome' message followed by a user name. Below these is a navigation bar with four tabs: 'Setup', 'Tools', 'Reporting', and 'Server'. The 'Setup' tab is active, showing a sidebar menu with 'Extensions' and 'Phones' sections. The 'Extensions' section includes links for 'Manage', 'Groups', 'Templates', 'Permissions', and 'Settings'. The 'Phones' section includes links for 'Sangoma Phones', 'Sangoma Wireless Phones', 'Hot Desking', and 'Phone Feature Packs'. The 'Tools' tab is also visible, showing 'Call Routing' and 'Admins' sections. The 'Call Routing' section includes links for 'Channel Groups', 'VOIP Providers', 'Peered Switchvoxes', 'Outgoing Calls', and 'Incoming Calls'. The 'Admins' section includes links for 'Manage' and 'My Account'. The main content area features a large banner with a man looking at a phone and a 'Subscribe >' button. Below the banner is a 'Video Conferencing' section with an illustration of a person at a desk and a 'Downloads' button. At the bottom of the page is the Sangoma logo.

Switchvox®

Welcome, \_\_\_\_\_

Setup Tools Reporting Server

Extensions

- Manage
- Groups
- Templates
- Permissions
- Settings

Phones

- Sangoma Phones
- Sangoma Wireless Phones
- Hot Desking
- Phone Feature Packs

Call Routing

- Channel Groups
- VOIP Providers
- Peered Switchvoxes
- Outgoing Calls
- Incoming Calls

Admins

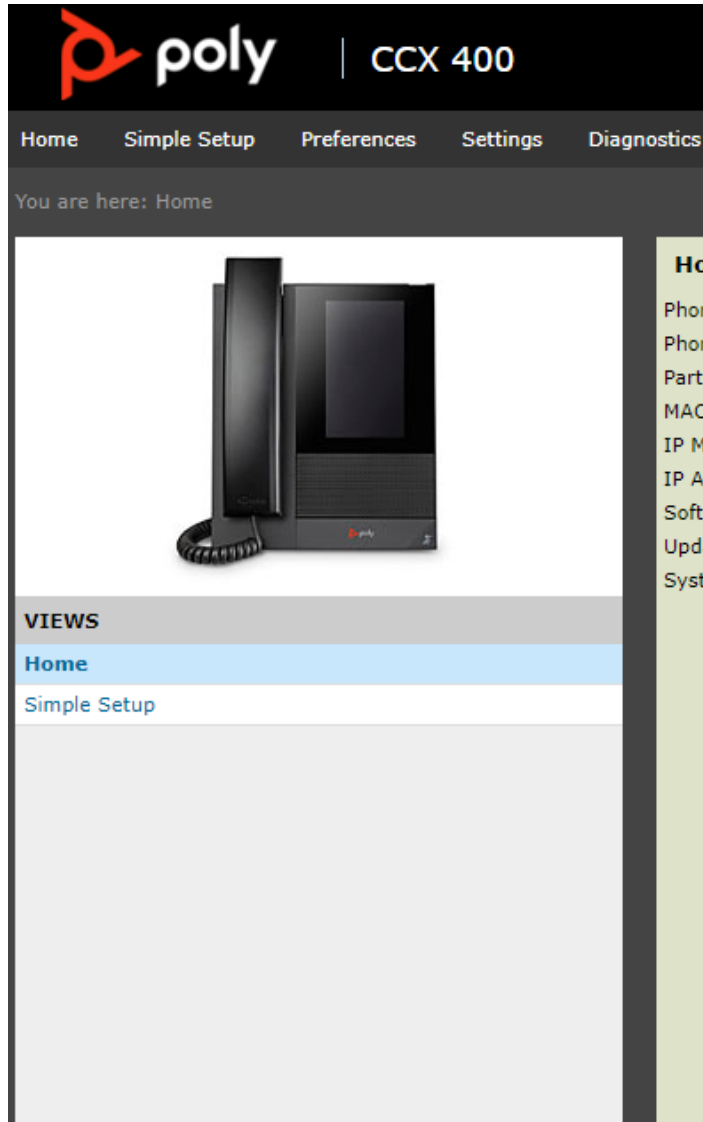
- Manage
- My Account

Subscribe >

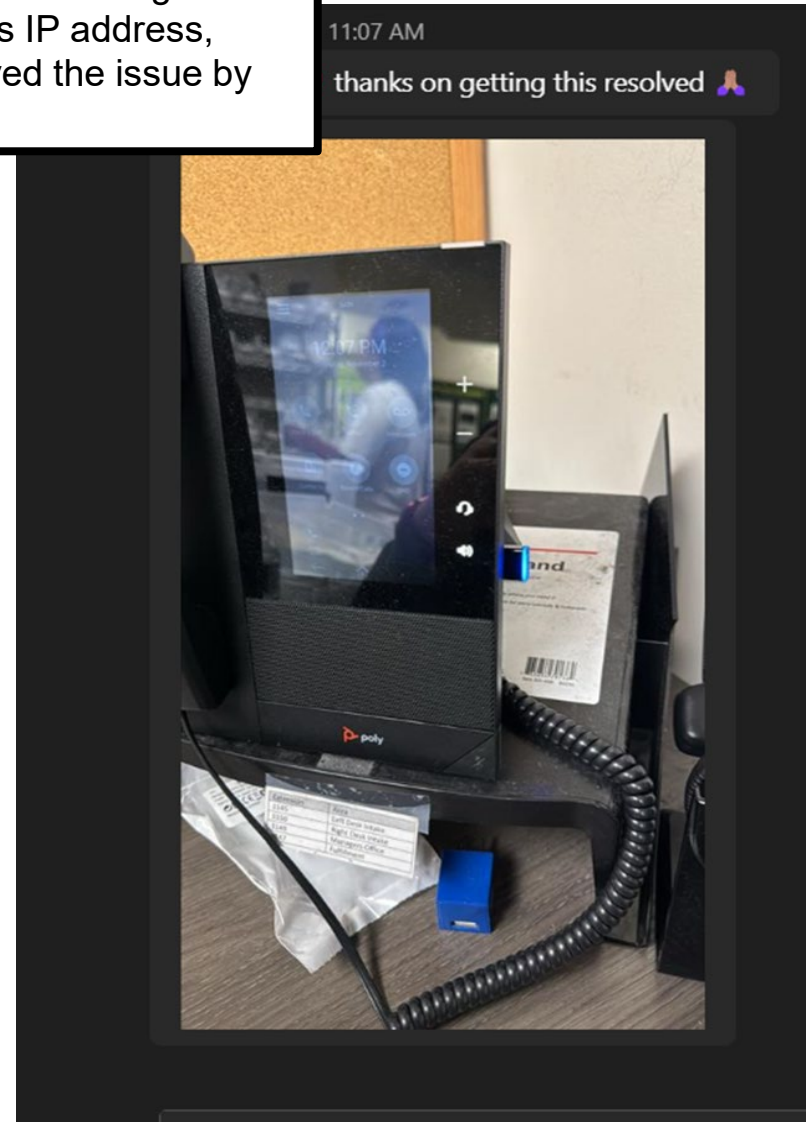
Video Conferencing

Downloads


Sangoma




User reached out about the phone losing connectivity. Found the phones IP address, remoted into the phone, resolved the issue by reconfiguring remotely.



New  



Phones are down


 reported 5 hours ago (Sun, Mar 16 9:50 AM) via Portal 

Details Related tickets Tasks Assets Associations Impacted services Responders Activities Resolution

Description

Hello, Our phones for Rise Branford are not coming through and automatically telling the customer we are closed.


Conversations




Added a private note 5 hours ago (Sun, Mar 16 10:31 AM).


 Customers able to dial out but incoming does not work











Please work with AWS to resolve inbound issues for this site




  

 Nigel Dumont

Added a private note a few seconds ago (Sun, Mar 16 3:10 PM).



5189	Branford 1	PolyCCX-CCX_400-UA/9.0.1.6562	50.203.40.114	 Registered	
5190	Branford 2			 Unreachable	
5191	Branford 3			 Unreachable	
5192	Branford 4	PolycomVVX-VVX_250-UA/6.4.7.4477	50.203.40.114	 Registered	
5193	Branford 5	PolycomVVX-VVX_410-UA/5.9.8.5760	50.203.40.114	 Registered	

User reached out about the phone losing connectivity again. Issue deemed AWS due to phones showed connected, but configuration was throwing off the IVR.

Breakdown of our phone management portal. We can track phone names, connectivity, hardware type, call logs, etc.

Showing: 1021 to 5490 (11 total)

Extension ▼	Caller ID ▼	User Agent ▼
1021	Deerfield Delivery 6	PolyCCX-CCX_400-UA/8.1.3.1301
1070	Abingdon 10 Delivery	PolyCCX-CCX_400-UA/8.1.4.1480
5048	Lynchburg Delivery	PolyCCX-CCX_400-UA/8.1.3.1301
5349	Hallandale Beach Delivery	
5439	Hallandale Delivery 1	PolyCCX-CCX_400-UA/8.1.3.1301
5483	Fruitland Park Delivery	PolyCCX-CCX_400-UA/8.1.4.1480
5484	Carson City Delivery New	
5486	Kendall Delivery New	
5488	Pinellas Delivery New	
5489	Oviedo Delivery New	
5490	Bonita Springs Delivery	PolyCCX-CCX_400-UA/8.1.4.1480

Showing: 6/7/2024 12:20 PM to 9/9/2022 11:45 AM (30 total) Next >>

Caller ID ▼	Date Received ▲	Original Mailbox ▼	Duration ▼	Actions
<input checked="" type="checkbox"/> KOSBAB,MIRANDA <+14192708191>	6/7/2024 12:20 PM	1389	23s	<a href="#">▶</a>
<input checked="" type="checkbox"/> RICHARDSON,BARB <+13307019955>	12/27/2023 10:31 AM	1389	14s	<a href="#">▶</a>
<input checked="" type="checkbox"/> RICHARDSON,BARB <+13307019955>	12/27/2023 10:30 AM	1389	34s	<a href="#">▶</a>
<input checked="" type="checkbox"/> RICHARDSON,BARB <+13307019955>	12/26/2023 9:38 AM	1389	24s	<a href="#">▶</a>
<input checked="" type="checkbox"/> TOLEDO OH <+14197250021>	11/20/2023 1:49 PM	1389	46s	<a href="#">▶</a>
<input checked="" type="checkbox"/> PAWLISKI,AARON <+15673770980>	7/24/2023 7:22 AM	1389	15s	<a href="#">▶</a>
<input checked="" type="checkbox"/> SWALLEY,WILLIAM <+14173223489>	6/21/2023 1:03 PM	1389	19s	<a href="#">▶</a>
<input checked="" type="checkbox"/> DELVALLE MIGUEL <+14194421833>	6/21/2023 9:00 AM	1389	18s	<a href="#">▶</a>
<input checked="" type="checkbox"/> MILLSTREAM AREA <14194225626>	1/31/2023 12:02 PM	1389	16s	<a href="#">▶</a>
<input checked="" type="checkbox"/> MILLSTREAM AREA <14194225626>	1/31/2023 10:45 AM	1389	32s	<a href="#">▶</a>
<input checked="" type="checkbox"/> WIRELESS CALLER <14195742282>	12/19/2022 9:58 AM	1389	38s	<a href="#">▶</a>
<input checked="" type="checkbox"/> FIRELANDS VENDI <14196098363>	10/18/2022 12:25 PM	1389	25s	<a href="#">▶</a>
<input checked="" type="checkbox"/> WIRELESS CALLER <14195742282>	10/13/2022 3:03 PM	1389	40s	<a href="#">▶</a>
<input checked="" type="checkbox"/> WIRELESS CALLER <14195742282>	9/23/2022 12:09 PM	1389	49s	<a href="#">▶</a>
<input checked="" type="checkbox"/> WIRELESS CALLER <14195742282>	9/9/2022 11:45 AM	1389	14s	<a href="#">▶</a>

! Unreachable



! Unreachable




✓ Registered





## Network, Device Monitoring, and VPN configurations via Meraki and Solarwinds



Network  
Chicago HQ - 71100

Network-wide

Assurance

Security & SD-WAN

Switching

Wireless

Cameras

Sensors Learn more

Insight

Organization

Find in Menu

New in Dashboard: GA: Assurance Overview to Understand Overall Network

Map

Satellite

Address, zip code, etc.  
Seattle

Go

Search...

82 networks

Over the last week: 39

	Name
<input type="checkbox"/>	Chicago HQ - 71100
<input type="checkbox"/>	Chesapeake - 1311
<input type="checkbox"/>	Joliet Colorado - 1141
<input type="checkbox"/>	Carson City Lab - 1210
<input type="checkbox"/>	Toledo - 1630
<input type="checkbox"/>	Deerfield Beach - 1731
<input type="checkbox"/>	York - 1433
<input type="checkbox"/>	Manhattan - 2332
<input type="checkbox"/>	Bethesda - 1334
<input type="checkbox"/>	Mundelein - 1130 - Legacy Wifi
<input type="checkbox"/>	Amherst - 1530
<input type="checkbox"/>	Rock Island Cultivation - 1110
<input type="checkbox"/>	Pinellas Park - 1734
<input type="checkbox"/>	Lorain - 1631
<input type="checkbox"/>	Bonita Springs - 1736
<input type="checkbox"/>	Hallandale - 1732

Green Thumb

MY DASHBOARDS

ALERTS & ACTIVITY

REPORTS

SETTINGS

Orion Summary Home - Summary Home

Focused Views

Retail Summary

Cultivation Summary

Unhealthy Circuits

for Down Circuits

Ordered by:Caption - Ascending

CAPTION	STATUS	DOWN SINCE
FL Sun City (1738)		
Ventus		
Sun City-WAN1 Charter	Down	
OH Whitehall (1635)		
CommandLink		
Whitehall-WAN2 AT&T	Down	2/5/2025 1:44:11 PM

Meraki VPN Hubs

for VPN Sessions

Ordered by:Node Name - Ascending then by Application Name - Ascending

APPLICATION NAME	APPLICATION STATUS
Azure East VMX100	
Meraki VPN Session Monitor	Up
VMX100-West	
Meraki VPN Session Monitor	Up

All Nodes

GROUPED BY SITE

- Azure East
- Azure West
- CA Pasadena (2432)
- CT Advanced Grow Labs (2170)
- CT Branford (2133)
- CT Orange (2134)
- CT Westport (2133)

Down Sites

for Down Sites

Ordered by:Name - Ascending

STATUS	NAME
No activity to report.	

End of Support Devices

NEXT 3 MONTHS

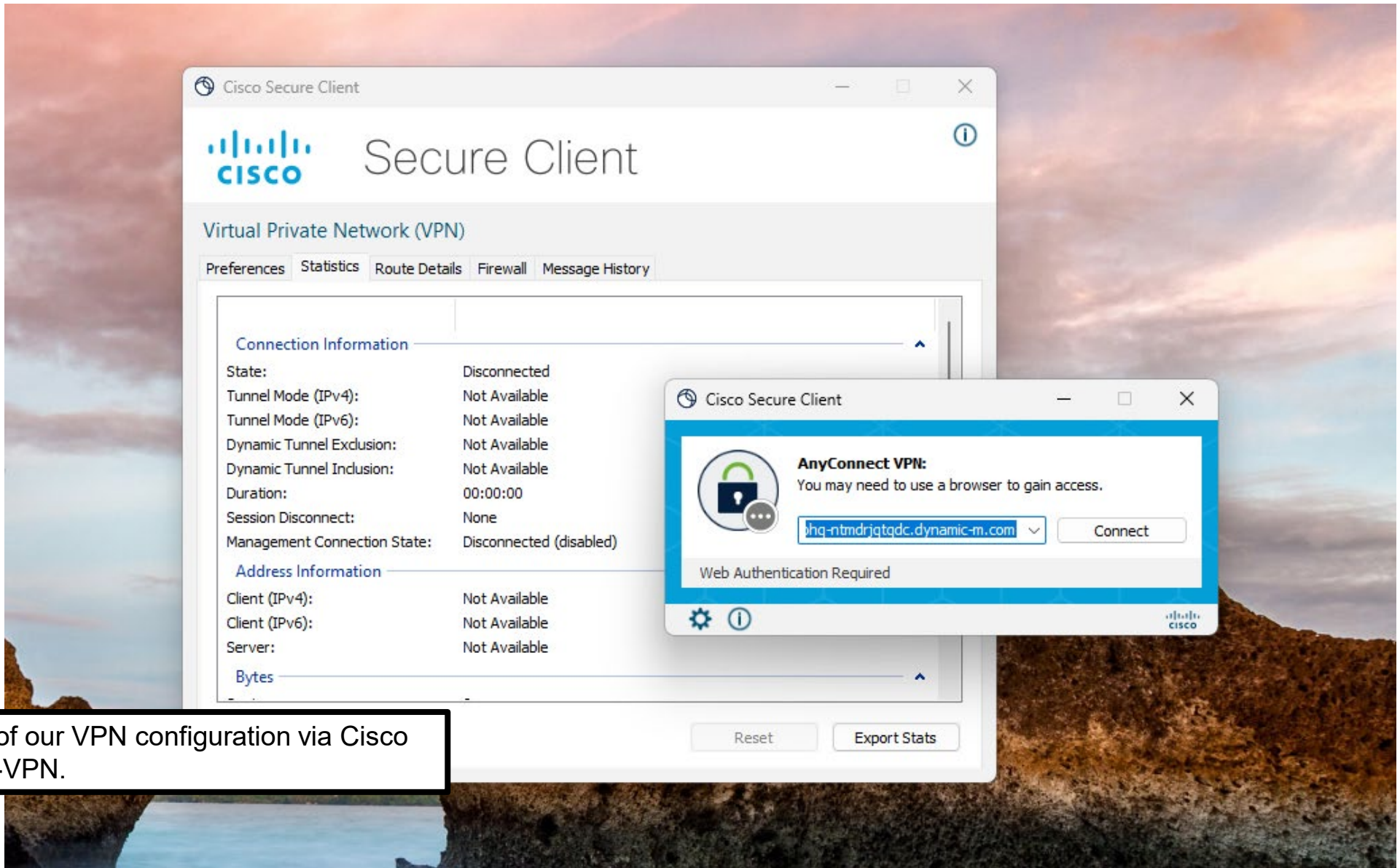
End of Support	Part Number	Target Node(s)
No Data Available		

Cultivation Map

Retail Map

Meraki and Solarwinds are used to track and monitor all devices on our network. From here we can make VLAN changes, check IPs, Mac Addresses, Access Point Uptime, etc.

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Breakdown of our VPN configuration via Cisco Anyconnect-VPN.



New in Dashboard: Building Better Alerting Experiences: An Overview of Enhanced Alert Features and 1 other feature. [Read more](#)

#### CLIENTS

### Polycom482567208297

Status  last seen Oct 25 02:10 [Send Wake-on-LAN](#) 

Switch / port **SR02 / 28** [Standard](#)

Device type, OS  
Poly 

Tools [event log](#)

#### Current client connection



#### Usage for the last day



#### Policy

Device policy: normal

Bandwidth: unlimited

Layer 3 firewall: 13 rules

Layer 7 firewall: 7 rules

**No connection to port 28 on VLAN 20**

**Port status** for the past 2 hours

SR02 / Port 28

Access: VLAN 30

Disconnected

Auto negotiate

**Errors:**

Port disconnected

**No traffic was sent/received** for the past 2 hours

NatN healthy packets, NatN error rate

MAC address: 48-25-67-20-82-97

VLAN: 20 --- vswP

Port forwarding: none

Investigating a loss of connectivity with one of our devices. As we can see, the device is plugged in a showing within the portal, meaning that the network configuration was off. This needed to be sent up to our networking team in order to properly troubleshoot.



#### Ping





← ↻ <https://admin.cloud.microsoft/?#/homepage>

Microsoft 365 admin center

Home Copilot Users Active users Contacts Guest users Deleted users Devices Active devices Autopilot Teams & groups Billing Setup Customize navigation Show all

Health Reset password Add team View your bill Recap

View data about your Microsoft 365 apps and services, and see recommended actions to keep your tenant up to date and secure. This page is in preview, so please [share your feedback](#).

Exchange Online: Users may be unable to receive email messages in a mail-enabled public folder via Exchange Online. See details.

Exchange Online: Shared mailbox(es) have exceeded the 50 GB storage limit in your tenant. See details.

Service health and usage

View the current health status of your apps and services, plus usage data for the last 30 days.

Apps and services	Health	Unique active users
Exchange Online	1 incident, 2 advisories	4,859
Microsoft Teams	2 advisories	4,399
SharePoint	Healthy	4,014
OneDrive	Healthy	2,947
Microsoft Forms NEW	Healthy	549
Microsoft Project NEW	Healthy	15
Viva Engage	Healthy	1

Azure and MS365 Admin center management. Updating Exchange instances, creating VOIP phones via Teams Admin center, updating user profiles, 2FA resets, etc

Microsoft Azure

Home > Users > Nigel Dumont

Nigel Dumont | Authentication methods User

Search

+ Add authentication method | Reset password | Require re-register multifactor authentication

Overview Audit logs Sign-in logs Diagnose and solve problems Custom security attributes Assigned roles Administrative units Groups Applications Licenses Devices Azure role assignments Authentication methods New support request

Authentication methods are the ways users sign into Microsoft Entra ID and perform self-service password resets when they are required to authenticate with a second factor - the user always can choose a different method.

Default sign-in method (Preview) SMS (primary mobile)

Usable authentication methods

Authentication method
Phone number
Microsoft Authenticator
Microsoft Authenticator - Outlook Mobile

Non-usable authentication methods

Authentication method
No non-usable methods.

System preferred multifactor authentication method

Feature status	System preferred MFA method
Enabled	PhoneAppNotification

Experienced in managing assets, creating configurations, pushing drivers, software, etc. This particular software is called **Manage Engine**.

All Configurations > Details  
Mechanicsburg Printers C405

Modify Suspend Move to Trash Save as Template Save As New

Summary Configuration Details Execution Status Replication Details

**Configuration Details**

Name	: Mechanicsburg Printers C405
Description	: --
Category	: IP Printer
Current Status	: Executed
Platform	: windows
Type	: Computer
Created Time	: Jan 8, 2025 04:11 PM
Created By	: nd.admin
Modified Time	: Jan 8, 2025 04:11 PM
Modified By	: nd.admin
Enable Notification	: No
Enable Retry	: Yes
Total Retry Count	: 2

Target Scope Apply To Excluded Items

**Execution Summary**

9

Service Pack Available  
Service Pack for Endpoint Central 11 is now available.  
Contact your Admin for more Details

Need Additional Tools?

Show Configurations: Created by All Created by Me

+ Create Configuration Move to Trash Filter By: Category Configurations Platform All Status

Configuration Name	Category	Type	Status	Created By
Mechanicsburg Printers C405	IP Printer	IP Printer	Executed	nd.admin
Uniflow Client	Install/Uninstall Windows Softw...	Install/Uninstall Windows Softw...	Executed	nd.admin
Xerox AGL Production C405	IP Printer	IP Printer	Executed	nd.admin
XEROX C8145	IP Printer	IP Printer	Executed (Failed)	nd.admin
Xerox Joliet Security C405	IP Printer	IP Printer	Executed	nd.admin

Green Thumb  
Home Configurations Patch Mgmt Software Deployment Inventory Mobile Device Mgmt

Tools

- Remote Control
- System Manager
- Remote Shutdown
- Wake on LAN
- Chat
- Announcement
- System Tools
- Need Additional Tools?

Agent needs to be installed in client systems for remote access. Enable ActiveX controls in the

Computers

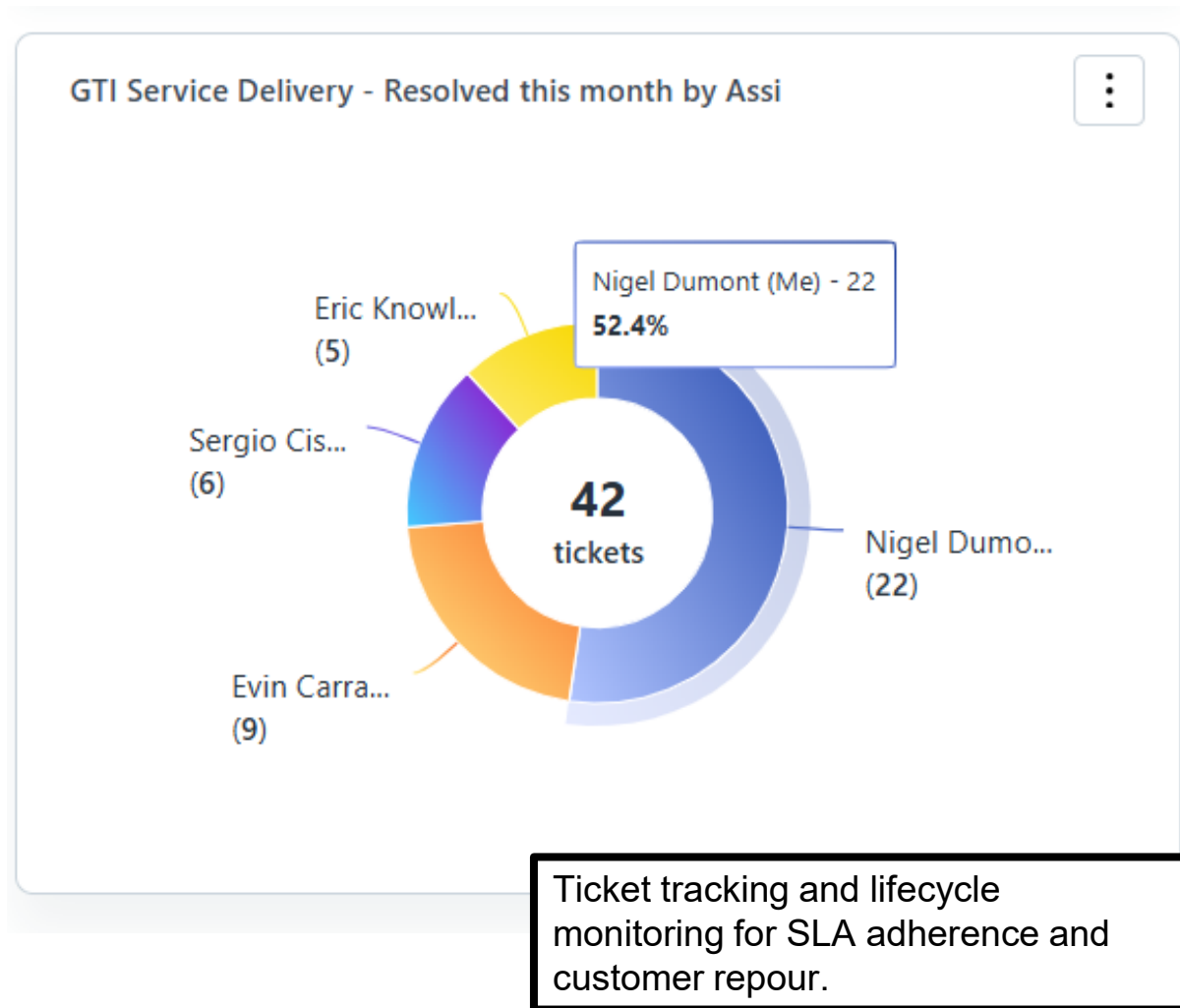
Devices History Settings Screen Recording

Filter By: Domain/Remote Office Custom Group Agent L

Viewer: HTML5 Viewer ActiveX

	Computer Name	Usern
	Zacks-MacBook-Pro	zack.z
	WSP-SHIPPING	--
	WSP-RobinJ	robinj
	WIL-Runners	willma
	WIL-NormaM	norma
	WIL-HollyU	holly
	WIL-DIS-04	Wilma
	STP-LisaW	lisawe
	STP-Intake	stpaul
	STP-Front-Desk-Laptop	saintc
	STP-FD-Right	bayon
	STP-FD-Left	leaflin
	STP-DI-04	--

## Ticket Lifecycle / Management



Tickets > #INC-36161

Static Printer IP Address for York

Sergio Cisneros reported a year ago (Tue, Jul 18 2023 12:01 PM) via Portal

Details Related tickets Tasks Assets Associations Impacted services More

Add summary

Description

Networking please static IP 10.50.64.40 for York

Policy

Network

Unlock faster issue resolution with Freddy! 14

Freddy found similar tickets that may share a common problem or hold insights to resolve this ticket faster. Let Freddy guide you to a quicker resolution!

Conversations

Closed (on time)

Add Resolution

Time taken

2hrs 54mins

Requester i

Sergio Ci

Senior IT Ser

View more

Responders

First acknowledged

Collaborate

Teams

Properties

Priority

# Ticket Lifecycle / Management

Tickets List - \* GTI Service Delivery - Unresolved

Search

Select all

Sort by: Created Date

Export

1 - 30 of 295

	Subject	Status	Requester	Priority	Assigned to	Last Modified Date	State
<input type="checkbox"/>	Toner needed - Rise West Palm Beach #INC-96682	Resolved	William Pool	Low	GTI Service ... / Nigel Dumo...	Sep 4, 2024 8:37 AM	-
<input type="checkbox"/>	new pharmacist needs phone number from teams set up #SR-96579	Resolved	Mackenzie.smith	Low	GTI Service ... / Nigel Dumo...	Sep 4, 2024 8:34 AM	-
<input type="checkbox"/>	In need of Toner for printer. #INC-95835	Closed	Kianna Haynes	Low	GTI Service ... / Nigel Dumo...	Aug 29, 2024 2:34 PM	-
<input type="checkbox"/>	GTI Printer window not opening #INC-95522	Resolved	Bret Hildebrandt	Low	GTI Service ... / Nigel Dumo...	Sep 4, 2024 10:11 AM	-
<input type="checkbox"/>	Xerox VersaLink B405 - Not Working #INC-95352	Closed	Bradley Ditz	Medium	GTI Service ... / Nigel Dumo...	Aug 31, 2024 1:36 PM	-
<input type="checkbox"/>	Request: Teams Phone Number for Licensing Team #INC-95178	Closed	Kimberly Dascoli	Low	GTI Service ... / Nigel Dumo...	Aug 31, 2024 10:37 AM	-
<input type="checkbox"/>	Printer Ink #INC-94820	Closed	Christina Pupo	Low	GTI Service ... / Nigel Dumo...	Aug 31, 2024 1:36 PM	-
<input type="checkbox"/>	Phone not connecting #INC-94287	Resolved	Jennifer Lizotte	Low	GTI Service ... / Nigel Dumo...	Sep 3, 2024 1:27 PM	-
<input type="checkbox"/>	Employee Bathroom Plumbing Issue #INC-94199	Closed	Deborah Nguyen	High	GTI Service ... / Nigel Dumo...	Aug 26, 2024 11:24 AM	-
<input type="checkbox"/>	2nd attempt - Adobe #INC-94102	Resolved	Lauren Witczak	Low	GTI Service ... / Nigel Dumo...	Sep 4, 2024 10:12 AM	-
<input type="checkbox"/>	Xerox Printer GT093 is showing IP address of 0.0.0.0 #INC-93878	Closed	James Little	Low	GTI Service ... / Nigel Dumo...	Aug 29, 2024 1:36 PM	-
<input type="checkbox"/>	Request for Blake Lemley : Bluebeam #SR-93810	Closed	Blake Lemley	Medium	GTI Service ... / Nigel Dumo...	Aug 25, 2024 12:34 PM	-
<input type="checkbox"/>	Request for Juan Chen : Adobe Pro #SR-93098	Closed	Juan Chen	Medium	GTI Service ... / Nigel Dumo...	Aug 29, 2024 1:36 PM	-
<input type="checkbox"/>	Request for Juan Chen : Adobe Standard #SR-92875	Closed	Juan Chen	Medium	GTI Service ... / Nigel Dumo...	Aug 16, 2024 5:37 PM	-
<input type="checkbox"/>	Request for Carlos Lebron : Printer supplies #SR-92837	Closed	Carlos Lebron	Medium	GTI Service ... / Nigel Dumo...	Aug 16, 2024 10:45 AM	-
<input type="checkbox"/>	Issues Printing in HQ #INC-92749	Closed	Maxwell Kapian	Low	GTI Service ... / Nigel Dumo...	Aug 17, 2024 12:35 PM	-
<input type="checkbox"/>	Label printer issue #INC-92735	Closed	Nicki Bice	Low	GTI Service ... / Nigel Dumo...	Aug 23, 2024 9:35 AM	-

Basic filter

Advanced filter

Filter

Search fields

Agents

Nigel Dumont (Me)

Groups

GTI Service Delivery

Created

Last 6 months

Status

Resolved

Closed

Type

☒ Incident

☒ Service Request

☒ Major Incident

Requesters

Search name or email

Departments

Select

Due by

☐ Overdue

☐ Due Today

☐ Tomorrow

☐ Next 8 Hours

First response

☐ Overdue

☐ Due Today

Priority

Example of tickets closed, this does not include projects, and daily tasks.