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TRISTAN BALMAN

Attentive and enthusiastic IT Support Technician with 4 years of experience in fast-paced and global environments. Providing a high degree of service both remotely and user-facing, proficient support of both hardware and software preparation, and distribution and management.

Open-minded and dedicated in being a collaborative team member. A motivated and flexible individual with exemplary communication skills with a flare to keep a positive environment whilst also wanting to learn something new every day.

CORE SKILLS

Hard Skills

• Office 365 Administration	• Microsoft Power Apps
o Microsoft Exchange	• Active Directory
o SharePoint	• B2B/Vendor relationships.
o OneDrive	• JAMF – Apple Device Management
• Azure User and License Administration	• Active Directory – User/Security Group Administration
• Intune Device Management	• Slack Administration
• Ticket Management (JIRA Admin, ServiceDesk)	

Soft Skills

• Keen eye for applicable process improvement.	• Attention to detail with and within documentation.
• Logical troubleshooting and problem-solving ability.	• Fast and efficient learning capability.
• A passionate *right-first-time* attitude.	• Excellent remote-work ethic.

EMPLOYMENT

Zipcar UK
Bracknell RG12/Victoria SW1E, United Kingdom

Helpdesk Associate
Sep 2019 - *Present*

From the get-go at Zipcar, I immersed myself in the various processes that keeps the business moving forward from an IT perspective. Starting with the onboarding process and ensuring that users are setup correctly and securely, to now having a much wider range of responsibilities.

Key Skills and Responsibilities:

- Operating within a follow-the-sun model between the UK team and US team.
- Innovation of existing PowerShell scripts for onboarding and offboarding processes.
- Support and maintenance of patches/upgrades distributed via SCCM and further moving on to Microsoft Intune.
- Microsoft Azure
  - Multi-Factor Authentication distribution and governance.
  - User, licensing, and compliance management.
- Microsoft Intune
  - General device management and enrollment.
  - Company Portal application provisioning for both desktop/laptop and mobile devices.
- Management of Apple devices via JAMF, including the creation of policies.

- **Office 365**
  - Continuous management of Exchange mailboxes, DLs, DDLs, Shared Mailboxes and managing mail flow.
  - The migration to and overseeing of SharePoint sites, memberships, and integrations.
  - OneDrive cloud-storage management.
- Performing regular auditing on systems to deter stagnation of accounts and groups as well as assets, adhering to GDPR, SOX and PCI compliancy.
- Performing regular auditing on systems to deter stagnation of accounts and groups as well as assets, adhering to GDPR, SOX and PCI compliancy.
- Continuous improvement and addition to documentation both IT specific and companywide within Confluence.
- Remote and physical support for EMEA offices as well as US regions.
- Hardware repair and recovery. Following EOL guidelines and liaising with suppliers.

Key Projects/Responsibilities:

- Participated in the disaster recovery and business continuity procedures due to the COVID-19 global pandemic.
- Working with members of my team; completely overhauling the onboarding process. Effectively cutting the workload in half and allowing for a much smoother and professional hiring process from an IT perspective. Further improved upon to allow for a stream-lined *ZERO-TOUCH* onboarding process following COVID-19.
- Oversaw and continue to work alongside team members to ensure the offboarding process remained in-compliance with business standards, with the inclusion of PowerShell to automate processes ranging from an immediate/ASAP termination or to set an expiration date of the user's AD account, as well as Security Group membership removal, bespoke application access removal and manager-specific requests such as, shared mailbox creation and/or email forwarding of the terminated user's account.
- Working closely with System Administrators; assisted in the migration of local on-prem server file storage to SharePoint for EMEA and further for the US.

- Working alongside both small and large third-party Teleperformance/customer service organisations in both EMEA and US regions to better standardise processes and procedures from a Helpdesk-perspective.
- The creation and integration of Microsoft Power Apps to allow smoother and more time-efficient alternatives to otherwise tedious and time-consuming tasks, such as the creation of a per-location based Device Management System utilising both Power Apps and SharePoint to create a database-style inventory of all company-owned devices with the inclusion of invoices and warranty start and end dates (with conditional formatting.)
- The creation and implementation of processes better suited with the introduction of a more flexible or hybrid system of working from home and working from an office. Such as the introduction of daily End-of-Day workflows, making use of Slack's workflow builder as well as many other workflows to better manage communication, ranging from requests and approvals.
- Have been main-point of contact for new-hire training within the Helpdesk role. Getting newly onboarded team members caught up on bespoke company applications, common issues, and resolutions as well as a sustained "open-door" mindset for both junior and senior members of the team.

CyKing Computing
Cape Town, South Africa

Student/Self-Employed
Mar 2018 – Aug 2019

I started a small business using the knowledge I acquired from working at DHL. I decided to pursue a temporary entrepreneurial path as I was studying at the same time and still wanted to keep my career moving forward within a professional IT environment whilst gaining my *CompTIA A+ certification*.

Key Skills and Responsibilities:

- Maintaining loyal client and vendor relationships by ensuring a 24/7 on-call support method.
- Extensive understanding of hardware-based faults as well as concise troubleshooting of various third-party software.
- A passion for research and development. Finding innovative ways to ensure effective troubleshooting methods for hardware, software, and networking.

- Providing competent and timely resolutions to client's issues both remote and on-site with both hardware and software.
- Working together with ISPs to resolve both broadband and fiber-based connectivity. As well as the installation of AP's and cabling.

DHL Express ZA	*Johannesburg, South Africa*
IT Support Specialist *(Learnership)*	Jan 2017 – Mar 2018

During my time at DHL, I wanted to learn about the role IT played in business and corporations. My aim was to throw myself into as much of the experience as possible, from setting up devices for end-users to server maintenance. I learned about corporate structures and how departments work with each other in order form a fully functional business. IT struck me as an integral part to the success of a business and instantly fell in love with helping the wheels turn.

Key Skills and Responsibilities:

- Provided remote support for regions spanning Sub-Saharan Africa and physical support for South Africa. Our team being first point-of-contact for ±1000 employees.
- The setup and maintenance of end-user connectivity with use of Ethernet, DNS/DHCP, TCP/IP and VPN (Cisco).
- Maintained server environments through cable management and port patching.
- Supported mobile assets mainly including Android and Blackberry.
- Management of LDAP accounts and groups.

- Monitoring and managing internal assets to ensure accurate inventory records.
- Assisted in OS patches and upgrades for Windows OS.
- Maintained a closure rate of 18-25 incident tickets per day whilst ensuring qualitative user gratification. Keeping breached ticket closure under 10%.
- Contributed to the end-of-life process of both hardware and software.
- Assisted in the continual improvement of the imaging process for all devices.

Key Projects:

- Co-managed the roll-out of Windows 10 deployment for South Africa, working closely with my team to ensure minimal downtime.
- Assisted in the troubleshooting of in-house software and imaging of innovative device deployment.

- Managed the complete physical refurbishment of a department from an IT perspective; working alongside the facilities department and voluntarily coming in on weekends to make sure the project was completed ahead of schedule.
- Managed the O.R. Tambo Airport gateway, keeping telephonic systems as well as in-house devices up to date.

QUALIFICATIONS/COURSES

CompTIA Certifications:

- A+ (901, 902)

Microsoft Courses:

- Microsoft 365 Fundamentals
- Microsoft Azure Fundamentals

CompTIA Courses:

- A+ (901, 902)	- N+ (N10-007)

PowerShell Courses:

- Learn PowerShell in a Month of Lunches - *Don Jones*