

# Asim Puri

## EDUCATION

(720) 421 - 0526  
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Buies Creek, NC 27506

### B.S. Information Technology – Technology and Management

Anticipated graduation 08/2025

Campbell University – Buies Creek, NC

### AAS Information Technology – Cloud Infrastructure

Graduation: 2023

Wake Technical Community College - Raleigh, NC

## SKILLS

- Active Directory
- Hardware installation
- Trouble shooting
- Technical Support
- Windows Configuration
- Software Integration and Testing
- SDWAN Integration
- Asset Management
- Basic Python
- Basic HTML5
- Computer Maintenance
- Microsoft Office

## EXPERIENCE

06/2022 – 8/2023

### IT Help Desk Technician Intern, Falls of Neuse Management LLC - Raleigh, NC

- Installation, configuration and troubleshooting of workstation PCs and other computer-related hardware such as modems, Silver Peak routers, POE switches and Cisco VOIP phones.
- Installing and maintaining any job specific software such as PaymentMate, Ingenico card readers, ComCept, Office 365, Zoom, Adobe, and JDE.
- Access, manage, and create user profiles in Active Directory under multiple domains.
- Assist with on-boarding of new hires including but not limited to set up of new email, MFA, and company phone/laptop.
- Assign users and computers to proper organizational unit using Active Directory.
- Maintain system configuration, utilities, and software settings.
- Record events, problems, and their resolution using SolarWinds ticketing software.
- Build laptops, desktops, and tablets from out of box experience based on associate title and approved needs.
- Walk associate through problem-solving process over phone or through remote desktop software such as LogMein Rescue.
- Provide accurate information on available IT products or services.
- Setup new hire desk and set up workstation areas in new accusation buildings which consists of deploying new desktops, credit card readers, check scanners, desk/handheld phones and printers.

01/2021 - 06/2022

### Pharmacy Technician, Walmart - Raleigh, NC

- Process customer profiles through Connexus software
- Explain intricate procedures for written prescription
- Troubleshoot customer profile for prior authorization, insurance cards and expired prescription