Jacky Chen

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EDUCATION

Baruch College, Zicklin School of Business, New York, NY   **August 2024 - Present**

Master of Science (M.S.) in Computer Information Systems

Concentration: Cybersecurity | GPA: 4.0

Expected Graduation: May 2026

Baruch College, Zicklin School of Business, New York, NY   **January 2020 - May 2022**

Bachelor of Business Administration in Computer Information Systems

Concentration: Data Analytics | GPA: 3.62

EXPERIENCE

Macktez, New York, NY   **October 2022 - Present**

IT Support Technician

- Implemented secure user accounts and granular permissions for Macktez's 700+ client base across Google Workspace, Microsoft 365, JumpCloud, and Active Directory, adhering to best practices and compliance regulations.

- Automated deployment and patching for 700+ Windows and macOS workstations using remote and patch management tools, ensuring efficient system updates and minimizing downtime.

- Contributed to a robust knowledge base by documenting troubleshooting steps by providing initial technical assistance through the Freshservice ticketing system, resolving over 1000 tickets to date with prompt and accurate solutions.

- Spearheaded endpoint asset management initiative for 1,000+ devices, ensuring comprehensive lifecycle optimization and cost efficiency.

- Collaborated closely with clients to create and update IT policy and procedure documents, fostering open communication and transparency regarding our support processes.

LANGUAGE AND SKILLS

Operating Systems: Windows 10/11, MacOS, iOS, Android

Cloud and SaaS Platforms: Active Directory, Microsoft 365, Microsoft Entra, Google Workspace, Okta, Jumpcloud, Freshservice, NinjaRMM, Addigy, Crashplan, Backblaze, Datto, Cloud Ally, Huntress, Malwarebytes, AWS, Slack, 1password, Dropbox, Adobe, Autodesk, Zoom

Networking: Cisco, Sonicwall, Ubiquiti, Peplink

Languages: Fluency in Cantonese