

IT Support Analyst IT Support Analyst Information Technology Plantation, FL Authorized to work in the US for any employer Work Experience IT Support Analyst Envision Physician Services - Sunrise, FL November 2018 to May 2019 Answer inbound calls Complete service desk incidents, requests, and tasks. Provide technical support for iOS and Android devices. Provide application support Troubleshoot with outstanding customer service. Open and solve incidents using Service Now ticketing system Proper escalation of tickets. Data entry Perform Remote Desktop sessions to solve problems Desktop Support within office installing and troubleshooting hardware Active directory password resets High documentation for all tickets opened, updated, or solved. Handling 400 plus calls daily Information Security Administrator Popular Bank - Miami Lakes, FL September 2018 to November 2018 Provisioned accounts Performed frequent internal audits verifying updated information Created and edited all active directory accounts supporting the whole company Worked on massive projects to insure the security of the company Created excel reports supporting our provisioned work Microsoft 365 Administrator Disabled all terminated and retired employees across all applications Worked with INFOSEC team to resolve and update application users account history. Solved incidents and requests daily within a timely manner. Provided support for over 10,000 plus employees IT Support Analyst EAGLE HOME MORTGAGE - Miami, FL July 2017 to September 2018 Supported 2,500 plus employees over the phone and email Closed 450 plus incidents and requests tickets per month using Service Now. Active directory experienced resetting passwords for hundreds of employee associates daily. Lockout Tool unlocked thousands hundreds of employees daily. Service Now use for ticketing system Managed call lobby and email queue solving over 400 plus incidents and requests Remote Desktop technical support using LogMeIn Remote Desktop application. Communicated technical information, both verbal and written, Setup printers and scanners Escalated urgent network issues with network and system administrators. Working diligently via email and phone to resolve major network issues. Installed software, scanned machines for potential virus threats, providing on hand assistance for hundred of in-office associates. Traveled for site administration tasks. Installing Microsoft disk images onto laptops and desktops. Setting up printers and scanners.

Microsoft suite (Skype for business, Excel, Pages, Word, One Drive, etc) and sharepoint experienced. Re-added machines that were no longer under the company domain in active directory, back to the domain in Systems information. Comptia A+ trained iOS Advisor Apple - Fort Lauderdale, FL March 2017 to July 2017 Answer inbound and outbound calls. Provide technical support for iOS devices. Troubleshoot with outstanding customer service. Log cases within iLog ticketing system. Data entry IT Support Specialist Orange Theory Fitness - Boca Raton, FL February 2017 to June 2017 Managed and respond to software support tickets Supported and reinforced daily execution of systems and processes Logged and tracked inquiries using a problem management database and maintained detailed history of all issues and resolutions

Communicated technical information, both verbal and written, to a wide range of end-users Followed up with customers to ensure that their inquiries are resolved Coordinated the resolution of advanced issues with appropriate teams Contributed to our Knowledgebase Assisted with Mindbody Online (MBO) database and other systems as required Assisted with support for all current and future technologies Assisted in working with all functional teams to set up, maintain and support databases Served as the subject matter expert in supporting Business Policies, and reinforce best practices and tech IT Support/Shipping Specialist Benchmark Connector - Sunrise, FL July 2015 to February 2017 Invoicing orders and sales Network Administration Inventory control Shipping with UPS and FedEx software Data entry IT troubleshooting, help desk support. Installing printers and scanners Manager/Shift-lead Walgreens - Covington, GA October 2013 to May 2015 Manage the whole store Warehouse duties Loaded and unloaded truck Resolved major problems dealing with the store and customers Handle inventory Great with taking care of large responsibilities Lead the way on the floor Cash handling, book keeping. Assign employees with tasks and duties Open/close store Dealt with files and office paperwork Application Support Specialist EPIC Loan Systems - Plantation, FL November 2011 to August 2013 Promoted within from Access Financial. Help Clients with IT questions based on software. Provide application support Customer service inbound/outbound Troubleshoot problems Type documents for clients to use Did a lot of implementations work for clients with software Gave

advice with running the software program for loans    Assist clients with any questions and tasks they needed to be resolved Education High School Diploma Newton High School - Covington, GA 2007 to 2011 Skills Service Now, Zen desk, Active directory, Help Desk, Service Desk, Tech Support, Desktop Support, Comptia A+, Application Support, MAC Certifications/Licenses Apple iOS Present Apple certified iOS Teir 1-2 technical support. A valid IT Specialist certification Additional Information   Computer skills   Fast learner   Hard worker

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