# Wani Lado

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## Summary

**Summary**

Dedicated and results-driven Cloud Computing major at WGU, actively pursuing a Bachelor's degree with hands-on experience in IT support and system administration. Skilled in AWS, ServiceNow, SCCM, and Active Directory, with a strong foundation in cloud infrastructure and automation tools. Proven track record of managing IT projects, resolving technical issues, and optimizing processes to enhance productivity. Passionate about leveraging my technical skills to transition into cloud engineering or DevOps roles, contributing effectively to technology-driven environments

## Professional Experience

**05/2024 — present**

**Client Support Specialist Sr (IAS),** *Robert Half w/Leidos QTC*

Nashville,TN Onsite

- Tier 2 (SNOW) IT Tech providing advanced technical assistance to users, both onsite and remotely, using Jabber and BeyondTrust.
- Utilize ServiceNow to efficiently manage support tickets, resolving complex hardware, software, and network issues to optimize end-user productivity.
- Conduct imaging and configuration of new hardware using SCCM, streamlining onboarding processes for smooth deployments.
- Assign and deploy RSA tokens for new hires and manage token expirations to ensure seamless access to secure systems.
- Collaborate with cross-functional teams on IT projects, supporting system upgrades and deployments.

**11/2023 — 03/2024**

**Service Desk Analyst,** *TEKsystems w/LKQ Corporation*

Nashville,TN Onsite

- Managed IT assets for 5,000+ FM employees at LKQ NAHQ
- Proficiently used Active Directory to manage users' account
- Mobile Device Management and mobile installations
- Installed security/system updates for LKQ devices
- Utilized Microsoft SCCM to install new OS images and software
- Utilized BeyondTrust and Okta, to efficiently manage users' accounts, ensure secure access, and streamline the authentication process.

**02/2023 — 07/2023**

**Help Desk Technician,** *Apex Systems w/Dell/Boeing*

Nashville Metropolitan Area

- Serviced internal and external clients within a Fortune 500 network.
- Troubleshooting issues regarding credentials, browser, DNS, proxy, and connectivity issues.
- Assisted end-user software, systems, or network-related issues via phone whether remote or onsite.
- Provided remote technical assistance via DameWare and Skype to efficiently assist teammates.
- Utilized ServiceNow ticketing system to resolve or escalate tickets for every call properly and timely.
- Managed user accounts and permissions in Active Directory, ensuring secure access management.
- Utilized Windows Command Prompt and PowerShell for diagnosing and resolving technical issues, as well as for pinging devices.

## Education

**08/2022 — 08/2025**

**Western Governors University,** *Bachelor of Science, B.S Cloud Computing*

Tennessee

**08/2021 — 07/2022**

**Nashville State Community College,** *Systems Admin. & Management*

Nashville,TN

## Technical Skills

- Networking
- AWS
- Okta
- Windows
- Linux
- IAM
- Active Directory(AD)
- Beyondtrust

## Soft Skills

- Communication
- Problem-solving
- Critical Thinking
- Teamwork
- Willingness to learn
- Responsibility
- Hard-working
- Time management

## Certificates

- AWS Certified Solutions Architect Associate
- ITIL Foundation Level - Feb 2023
- AWS Certified Cloud Practitioner - Sept 2022
- CompTIA Network+ - Jan 2024
- LPI Linux Essentials - Dec 2022
- CompTIA Security+ - Feb 2025