JEFFERY PASTVA

Raleigh, NC · 919-675-8539

jpastvait@gmail.com · **https://www.linkedin.com/in/jeffery-pastva-21ba0018b/**

IT Support Specialist with 4 years of experience. Passionate about helping others with IT issues and solutions. Enjoys working with a variety of technologies, including Windows OS, Citrix, Cisco IP Phone, AWS, Microsoft Azure, and computer hardware. Currently studying to become a System Administrator/Cloud Engineer.

EXPERIENCE

HCL AMERICA: CATERPILLAR PROJECT
08/2019 — Current

Hired as a **L1 Service Desk Analyst**. Promoted to **L2 IT Analyst** after 3 months based on performance, productivity, and quality.

L2 IT Analyst

- Generate reports from ITSM ticketing tool (ServiceNow)
- Monitor ticket queue(s) and triaging the incidents to ensure response time SLA is not missed
- Generate backlog report daily
- Assisting quality team in analyzing the tickets in audits
- Assisting with onboarding new hires for the IT Service Desk (creating accounts and setting up equipment)
- Provide training to new L2 IT Analysts
- Create accounts, install software, and provision E-mail access
- Use Nextgen application to submit purchasing orders
- Assist on L3 tickets and sensitive information
- Actively participate in weekly client meetings (IAM & Outlook) and prepare MOM for those meetings
- Provide Microsoft Suite Application Support (Outlook, Microsoft Exchange, Excel)
- Support users via remote desktop applications such as Citrix and RDP
- Manage users in Active Directory
- Create automation scripts using PowerShell
- Provide end user support for over 300,000 employees
- Find improvement opportunities for knowledge base articles
- Update runbooks on company processes

L1 Service Desk Analyst

- Trained and supervised new employees
- Worked backlogs for tickets
- Provided floor support for peers
- Used the ServiceNow ticketing system
- Navigated and utilized the knowledge base
- Provided Cisco IP Phone support
- Managed end users in Active Directory
- Provided remote support via Citrix Remote Desktop
- Remotely loaded software
- Managed PGP encryption systems
- Performed multifactor authentication setup and troubleshooting
- Resolved VPN issues
- Mapped and configured network printers
- Mapped personal/network share drives

VIRTU DATA CENTER
05/2016 — 08/2019

Technical Support Engineer

- Provided end user support and customer service
- Troubleshot hardware and software networking issues.
- Provided support for IP phones
- Supported Windows Operating Systems - Windows XP/ 7 /10
- Utilized various remote desktop tools (TeamViewer, Citrix, RDP)
- Provided Microsoft Suite application support (Outlook, Exchange, Excel)
- Set up meetings and provided necessary equipment
- Performed network troubleshooting
- Managed tickets using Remedy

EDUCATION
SOUTHEAST RALEIGH HIGH SCHOOL
Graduated with a 4.0 GPA, having completed courses in Computer Engineering, Information Technology, and Network Engineering

LINUX ACADEMY: AWS SYSOPS
Currently studying to become a Cloud Engineer using Linux Academy/ACloudGuru

SKILLS

- Networking
- Systems and user administration
- Windows OS
- Hardware troubleshooting
- Microsoft Azure
- AWS
- Remote Desktop applications
- IP phone systems
- Microsoft Suite (Outlook, Excel)
- Active Directory
- PowerShell
- Ticketing (ServiceNow, Remedy)