
DEVIN MENGE

(203) 482-5228 | devinmenge@gmail.com | [linkedin.com/in/devinmenge](https://www.linkedin.com/in/devinmenge)

Summary

IT operations professional seeking a Help Desk or IT Support position. Hard-working, energetic and committed employee that works well in a team. Eager to use experience in technical support and Windows management to continue a long career in the IT space.

KNOWLEDGE & SKILLS

Administration:	<ul style="list-style-type: none">• Microsoft 365 admin center	<ul style="list-style-type: none">• Exchange admin center• RSA Security Console	<ul style="list-style-type: none">• Zoom admin• Active Directory
Operating Systems:	<ul style="list-style-type: none">• Windows 7, 8, 10 and 11• iOS and MacOS	<ul style="list-style-type: none">• Imaging, Deployment and Device Configuration	<ul style="list-style-type: none">• Windows Command Line, Tools, and Control Panel Utilities
IT Support:	<ul style="list-style-type: none">• Jira ticketing system• Citrix Workspace	<ul style="list-style-type: none">• Confluence wiki documentation• AP SecureCheck	<ul style="list-style-type: none">• Remote and Local Client Support
Hardware:	<ul style="list-style-type: none">• PC building and component replacement	<ul style="list-style-type: none">• Printer maintenance and component replacement	<ul style="list-style-type: none">• Device Troubleshooting and Diagnosis
Interpersonal:	<ul style="list-style-type: none">• Customer Service• Help Desk Support	<ul style="list-style-type: none">• Communication• Complaint Handling	<ul style="list-style-type: none">• Collaboration• Diagnosis and Troubleshooting
Other Software:	<ul style="list-style-type: none">• Office Suite• Jira• Adobe Suite	<ul style="list-style-type: none">• FL Studio• Audacity• GIMP	<ul style="list-style-type: none">• Wondershare Filmora• Streamlabs OBS• Dragonframe

WORK EXPERIENCE

CIGNA, Bloomfield, CT

9/2023

Technical Support Analyst (Contract)

Worked with a team of contractors in a week-long project to migrate employees from remote work to office environment. Provided Level 1 and Level 1.5 hardware and software support to desk users, and coordinated with the permanent IT staff to track and escalate issues as necessary.

ROCKIT SOLUTIONS, Stamford, CT

3/2023 – 8/2023

IT Specialist

Worked independently to provide local and remote IT Support in an office environment. Troubleshooted client issues, maintained IT equipment, and imaged, deployed and configured new desktops. Managed accounts and permissions in Active Directory, and Microsoft 365 and Exchange admin centers. Worked with vendors to support proprietary software. Organized requests in Jira ticketing system and created wikis in Confluence to document and standardize procedures.

STAPLES, Danbury, CT

8/2020 – 3/2023

Sales Associate

Worked with a team to reach sales goals and provide outstanding customer service in the highest-earning store of the district. Coordinated across departments to direct labor and handle inventory. Assisted in sales of furniture, printers and PCs with protection plans. Went through manager training for counting cash and store closing. Helped customers problem-solve and find appropriate products and solutions, including tech support with ticketing, and remote assistance through TSOC.

EDUCATION & CREDENTIALS

CompTIA A+

In Progress: CompTIA Network+

Bachelor of Arts: English, Studio Art Minor

UNIVERSITY OF CONNECTICUT, Storrs, CT

References available upon request.