

## JAYDEN A. DIAZ

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[LinkedIn Profile](#)

Dedicated IT Student and UX Desktop Support Technician seeking to grow into a System Administrator role where I can apply my hands-on experience with Active Directory management and multi-platform troubleshooting. I am eager to leverage my customer service background and technical foundation to support your organization's IT infrastructure while continuing to further expand my education at Kean University. My goal is to contribute immediately to your team's success while developing the advanced skills needed to become a valuable system administrator.

## SKILLS

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Operating Systems: Windows 10 and 11, macOS

Software: Active Directory, Microsoft Office 365 Suite, Microsoft Intune, Eclipse, MySQL Workbench, Photoshop

## EXPERIENCE

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### UX Desktop Support Technician at Kean University

Union, NJ

March 2024 to Present

- Troubleshoot hardware/software issues across Windows and macOS environments, resolving system crashes, application conflicts, and hardware failures.
- Configure and manage Active Directory for objects, including users, groups, and OUs, account configuration, password resets, access permissions, and group memberships.
- Supported university-wide migration from Google Workspace to Microsoft 365, assisting over 20,000 users with setup, data migration, and troubleshooting.
- Enforce and troubleshoot Group Policy Objects (GPOs) using tools like Command Prompt and MMC snap-ins to ensure secure and consistent workstation configurations.
- Use ManageEngine for imaging, software deployment, and patch management to maintain system compliance and standardization.
- Deliver responsive remote support through Remote Desktop, diagnosing user issues quickly and effectively.
- Maintain detailed documentation of incidents, resolutions, and internal procedures to support knowledge sharing across the IT team.

### Sales Associate at The Home Depot

Garwood, NJ

March 2022 to June 2025

- Assist customers with tailored advice for their home improvement projects and give practical solutions to help them achieve their goals.
- Actively listen to customers' questions and concerns, addressing their needs with patience and professionalism while guiding them through the selection process and offering alternative solutions as needed.
- Collaborate with customers to understand their project requirements, based on their skill level, budget, and desired outcome, to ensure successful project completion

## EDUCATION

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Attending Kean University, Union, NJ

September 2021 to present.

Expected graduation date: 2026.

## RELEVANT COURSES

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- IT Data Management
- IT Project Management
- Web Client Side Programming
- Switches and Routers