

Michael Brown

Chicago, IL, USA

michael.brown@fakemail.com | +1 312 123 4567 | LinkedIn | GitHub

Education

DePaul University

Bachelor of Science in Network Engineering and Security

Sep 2015 – Jun 2019 | Chicago, IL, USA

Work Experience

IT Support Specialist (Tier 2/3) | University of Chicago Medicine | Jul 2019 - Present | Chicago, IL, USA

- Provided advanced technical support for complex hardware, software, and network issues for hospital staff and researchers.
- Managed user accounts, groups, and permissions in Active Directory and Azure AD.
- Troubleshoot issues related to clinical applications, workstations on wheels (WOWs), printers, and specialized medical devices.
- Escalated unresolved issues to Tier 3 engineers or vendors and tracked them to resolution.
- Created and maintained documentation for support procedures and knowledge base articles.
- Assisted with endpoint management and software deployment using SCCM/Intune.
- Participated in on-call rotation for critical support issues.

Skills

Operating Systems: Windows 10/11 (Advanced), Windows Server (Intermediate), macOS (Intermediate), Linux (Basic)

Hardware: PC/Laptop Diagnostics & Repair, Printers (Networked/MFPs), Mobile Devices (iOS/Android), Basic Network Hardware Troubleshooting

Software & Tools: Active Directory, Azure AD, Microsoft 365 Admin Center, SCCM/Microsoft Intune, Service Desk Software (ServiceNow), Remote Desktop Tools, VPN Clients, Antivirus Software (Sophos/CrowdStrike), Basic PowerShell Scripting

Networking: TCP/IP, DNS, DHCP, VLAN Concepts, Network Troubleshooting Utilities

(ping, tracert, ipconfig, netstat)

Support: Tier 2/3 Technical Support, Incident Management, Problem Solving, Customer Service, Documentation (Knowledge Base)

Domain: Healthcare IT (HIPAA awareness)

Certificates

CompTIA A+

CompTIA Network+

Microsoft 365 Certified: Endpoint Administrator Associate (MD-102)

Awards

UChicago Medicine IT - Employee of the Quarter Q2 2023