# Adrian Waddell

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## Summary

Experienced Help Desk Technician looking to further my career, with a strong background in resolving technical issues and enhancing user satisfaction. Successfully implemented a ticket management system at Bloomberg Industry Group, improving response times and service efficiency. Skilled in communication and problem-solving, aiming to leverage technical expertise to deliver exceptional customer support and improve client experiences.

## Work Experience

### Bloomberg Industry Group Jun 2025 - Present *Help Desk Technician*

- Assisted with onboarding and offboarding of users by setting up accounts and provisioning access, ensuring smooth transitions and minimal downtime
- Installed, configured, and maintained operating systems and application software, enhancing system performance and user productivity • Diagnosed and troubleshot hardware, software, and network issues for Windows, Mac, printers, VPN, and mobile devices, reducing downtime and improving user satisfaction
- Maintained accurate records of support requests and solutions in Jira, improving tracking and resolution efficiency • Responded to and resolved escalated support tickets from Tier 1, performing remote and on-site support using tools like Active Directory and SSCM, which improved response times and user satisfaction

### World Bank Group Jan 2025 - Jun 2025 *Printer Technician*

- Troubleshot President and Executive printers for Canon to maintain printing equipment and provided technical support for clients at the World Bank, ensuring uninterrupted printing services.
- Combined an understanding of print production with technical skills to deliver high-quality print outputs, which enhanced client satisfaction
- Used the ServiceNow ticketing system to document and resolve issues with clients' printers, improving response time and service efficiency.
- Monitored usage levels, restocked consumables like toner and paper, and kept accurate service logs and inventory records, ensuring efficient printer operations

### International Monetary Fund Feb 2024 - Dec 2024 *PC Technician*

- Managed the hardware and software lifecycle for PCs, Windows, and MacOS laptops, including imaging, software packets, and endpoint deployment, which streamlined operations and reduced setup time
- Engaged with hardware and software vendors to negotiate contracts and ensure timely delivery of components, which enhanced system reliability and reduced downtime
- Documented migration and refresh activities daily using the ServiceNow ticketing system, ensuring accurate tracking of progress and issues.
- Tracked field support requests and maintained accurate records of all repairs, improving service efficiency and response times.

### Medstar Washington Hospital Center Jan 2023 - Mar 2025 *Technical Support Analyst*

- Managed softcopy file naming and documentation workflows, ensuring files were appropriately named and retained for auditing, which improved file retrieval efficiency
- Utilized communication tools such as printers, work phones, and email to streamline internal communications, enhancing team collaboration and response times
- Provided remote support in a data center setting, resolving technical issues efficiently and minimizing downtime for users • Install, configure, troubleshoot, and maintain desktops, laptops, peripherals, and softwares for end users in a Windows environment. • Handled application and OS support, including Active Directory, Office 365, Outlook, and virtual desktop environments, improving system reliability and user productivity

### Mastec Technologies Mar 2022 - Sep 2022 *Field Service Technician*

- Installed, serviced, and troubleshot satellite TV systems (DIRECTV), internet, and home automation products, ensuring optimal performance and customer satisfaction
- Managed inventory of equipment and secured tools, maintaining company vehicles to ensure operational readiness and efficiency • Delivered and mounted Smart TVs and sound systems, and installed security systems (Ring, Vivint, Blink home cameras) to enhance home entertainment and security
- Documented and maintained accurate records of work completed using mobile apps and documentation tools, ensuring data integrity and facilitating future service calls

## Education

### Per Scholas Sep 2022 - Feb 2023 *IT Support Program*

- **Achievements:** Received Google IT support

**Northwestern High School Aug 2014 - May 2018** *High School Diploma*

## Skills

- **Technical Skills**: Microsoft Windows, MacOS, Troubleshooting assistance, SSCM, Active Directory, DeskTop Support, Software installation, Asset Management, Networking, Printers and scanners, Bash, Python, SQL, TCP/IP

## Certifications

- Google IT Support
- CompTIA Security+
- Google Cybersecurity