Jeremy Fontenot

Abbeville, Louisiana | 📞 337.516.6427   ✉ jfontenot@jeremyfontenot.online

🔗 LinkedIn   🌐 jeremyfontenot.online

Professional Summary

Experienced IT professional with strong expertise in service desk operations, systems administration, and technical leadership across multi-client MSP environments. Proven success supporting healthcare and enterprise platforms such as Epic, MyChart, Ivanti, and Vocera. Skilled in Active Directory administration, Windows/Linux server configuration, and infrastructure optimization. Holds an A.S. in Computer Science with a focus on Database Administration, and a 4.00 GPA in Information Security & Administration. Awarded World Class IT Professional (WCITP) for academic excellence. Currently seeking to apply service delivery and infrastructure knowledge to drive performance and operational reliability in enterprise IT settings.

Professional Experience

Service Desk Technician — Logicalis

Apr 2024 – Present

- Provide frontline IT support for Summa Health and Cleveland-Cliffs Steel Corp in a multi-client MSP setting
- Troubleshoot Epic, MyChart, Ivanti, Vocera, Windows OS, network, and hardware issues
- Act as dedicated agent for Cleveland-Cliffs, managing tickets, service requests, and user accounts
- Perform Active Directory provisioning, password resets, and group policy changes
- Document tickets and solutions in Ivanti and contribute to internal knowledge base
- Coordinate with Tier 2/3 engineers for escalations and advanced resolutions
- Maintain SLA adherence and deliver consistent client communication

Service Desk Representative / Team Lead — Insight Global

Oct 2022 – Jan 2024

- Managed day-to-day operations and served as the dedicated lead for the Healthesystems client account in a high-volume MSP environment
- Increased ticket resolution efficiency by 20% through proactive monitoring, prioritization, and workflow optimization
- Provided advanced technical support across Windows systems, M365, networking, and line-of-business applications

- Facilitated cross-team coordination with infrastructure and engineering groups to resolve complex or escalated issues
- Onboarded and mentored new service desk agents, establishing standardized processes for escalation, documentation, and quality control
- Ensured SLA compliance, customer satisfaction, and continuous improvement in support delivery

IT Technician — Completeful Technologies LLC

Feb 2022 – Jun 2022

- Configured Windows and Linux servers to enhance system reliability and uptime
- Rebuilt Active Directory structure to streamline user and permission management
- Resolved infrastructure issues across departments, increasing user productivity
- Monitored and maintained IT systems, ensuring operational stability and performance

Technical Support (Contract) — Hughes Network Systems

Sep 2021 – Feb 2022

- Resolved networking and connectivity issues for residential and business customers
- Maintained secure IP configurations, DNS, and NAT for optimized performance
- Delivered prompt support while improving first-call resolution rates

Help Desk Technician (Work Study) — Remington College

Dec 2019 – Apr 2021

- Supported on-campus IT services, hardware deployment, and software updates
- Assisted with large-scale PC and network setups in academic environments

---

Home Lab Projects

- Built enterprise-grade home lab with Dell R710 and VMware ESXi
- Deployed Windows Server 2022 (AD/DC), RHEL 9, DNS, proxies, Zabbix, Wazuh, and Graylog
- Implemented pfSense firewall with VLANs, DNS, IDS/IPS, and VPN access
- Integrated Azure and AWS testing environments, using PowerShell and Bash scripting
- Experimented with nested virtualization, Docker containers, and Proxmox clusters

---

Education

Remington College – A.S. in Computer Science – Database Administration

MyComputerCareer – Information Security & Administration Program – 4.00 GPA

Awarded World Class IT Professional (WCITP1)

Certifications

- CompTIA A+, Server+, ITF+
- Microsoft Azure Fundamentals, MTA: Windows Server, Networking, Security
- Google IT Support
- Linux Essentials
- Introduction to Cybersecurity (Cisco)

Technical Skills

Systems: Windows Server, Active Directory, Group Policy, Linux (RHEL, Ubuntu)
Networking: pfSense, VLANs, VPN, DNS, IDS/IPS (Snort, Suricata), Wireshark, Nmap
Scripting: PowerShell, Bash, automation/deployment scripts
Virtualization & Cloud: VMware ESXi, Docker, Kubernetes, Azure, AWS, Proxmox
Monitoring & Tools: Zabbix, Graylog, Wazuh, Ivanti, Epic, MyChart, Vocera

---

Awards & Recognition

World Class IT Professional (WCITP1) – MyComputerCareer