

Jem Milam

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WORK EXPERIENCE

Clark Associates | Tampa, FL

Feb 2022 - Present

IT Support Technician II

- Administer AD/Azure AD objects, groups, O365 licenses, mailboxes, and teams
- Maintain and edit group policies, DNS records, and our print server
- Maintain our managed mobile devices, create solutions for system issues, and serve as the main point of contact for this system. My solutions and standardization have reduce tickets for this system by 50%
- Update and document department procedures, policies, and troubleshooting techniques
- Write powershell scripts to automate analysis of reports to reduce department workload/errors
- Create and set up a server to function as an archive of voice recordings from our phone system
- Mentor new technicians and interns to teach them our processes and answer questions about our systems

Hillsborough Community College | Ruskin, FL

Oct 2020 - Feb 2022

Information Technology Technician

- First point of contact for technological emergencies disrupting classroom hardware or related systems
- Facilitated IT support across 6 campuses, while documenting tickets and staying in communication with our team to quickly be aware of and resolve widespread issues
- Documented and routed networking cables from new and existing locations to our MDFs/IDFs
- Imaged new devices, and helped transition college to using Microsoft Intune managed devices only
- Packaging, maintaining, and deploying apps for easy or automatic installations via Intune & Powershell
- Set up A/V for events and broadcasting them online
- Participated in hiring committees, to evaluate and interview candidates

Bloomin' Brands Inc | Tampa, FL

Jul 2019 – Oct 2020

Help Desk Associate II

- Provided help-desk to over 1000 locations across the US, while documenting tickets and escalating to the appropriate teams when necessary.
- Manned both critical and general support lines
- Worked with team to address and prevent system-wide issues and get them restored as quickly as possible
- Troubleshooting of desktops, laptops, mobile devices, printers, multitude of software issues, Point of Sale devices, network issues, end-point security
- Worked on a project reconfiguring Point of Sale devices to integrate with our online ordering system
- Became training leader for the project, conducting several team training workshops

EDUCATION

Gulf Coast State College | Panama City, FL

May, 2018

- Bachelor of Applied Science: IT Management

CERTIFICATIONS

- **Certifications:** CompTIA Security+, Microsoft Azure Fundamentals, Microsoft 365 Certified: Teams Administrator Associate, Microsoft Azure Administrator Associate

SKILLS

- **Skills:** Powershell scripting, Azure administration, MDM software, Troubleshooting, Documentation, Docker, Networking, Leadership, Mentoring