Miguel Ben

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EXPERIENCE

WAHI Signs   New York, NY
IT Support Specialist   2023 - Present

- Provided technical support to clients via phone, email, and remote desktop tools, resolving issues related to software, hardware, and networking
- Streamlined issue resolution and maintained SLA compliance using industry-standard ticketing systems, improving service efficiency and client satisfaction
- Maintained and expanded support documentation and knowledge base articles to streamline issue resolution and share best practices with team members
- Administer and oversee employee access to SaaS applications, ensuring proper permissions, security compliance, and streamlined onboarding/offboarding processes
- Administered and optimized Active Directory and MS Exchange environments, handling user account lifecycles and group policies effectively

CITY College STEM   New York, NY
Instructor   04/2024 - 08/2024

- Instructed high school students in app development, leading workshops and guiding teams from initial user storyboarding and UI/UX concepts to functional mobile applications using industry-standard tools
- Supervised 5+ student teams on technical projects that addressed NYC DOT issues, demonstrating strong leadership and communication skills while ensuring timely deliverables

Infosys   New York, NY
Software Engineer   2020 - 2022

- Led development and maintenance of automated test scripts with Selenium, improving web app testing efficiency and reliability
- Enhanced production software quality by 15% by designing comprehensive test strategies and scenarios, ensuring higher reliability and fewer critical bugs
- Utilized Jira to manage and track issue lifecycles, ensuring ticket resolution adhered to SLA requirements and enhanced team collaboration
- Prepared and presented test summary reports to management, offering analysis and suggestions for ongoing quality improvements

New York Presbyterian Hospital   New York, NY
IT Support Specialist   2016 - 2018

- Managed and troubleshooted issues related to the infrastructure, ensuring network stability and performance for critical devices
- Delivered technical support and troubleshooting across Windows, and macOS environments, ensuring minimal downtime for the staff
- Reduced onboarding time by 20% by initiating a training program for new hires, accelerating their integration into IT operations and productivity
- Supported cross-departmental IT project rollouts, benefiting 5+ hospital departments by streamlining technical deployment processes
- Led IT asset management and procurement initiatives, strategically allocating budget for equipment acquisition based on project requirements
- Implemented and managed virtual desktop infrastructure using Citrix and VMware solutions for secure remote access, ensuring 99.9% uptime
- Set up and maintained mobile unit carts equipped with VoIP phones, network switches, laptops, and projectors to facilitate seamless conference room operations for hospital staff and third-party clients

TECHNICAL SKILLS

Troubleshooting, DNS, DHCP, VPN, MS Exchange/O365, MacOS,Windows	VirtualBox, Slack, Active Directory, Scripting & Automation, HTML/CSS, JavaScript	ServiceNow, Jira, MDM, Inventory Management, Citrix, TeamViewer

EDUCATION

Lehman College - CUNY   New York, NY
Computer Science, Bachelor of Science   2019