Miguel Vazquez

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Experience

Aspen Square Management - Agawam, MA

IT Field Technician *Sep 2023 - present*

- Supported creation of documentation and standards for novel role; iteratively refined and improved templates based on field experience.
- Manages planning and project management of 1-2 week remote trips, including travel logistics and coordination of equipment transportation. Established effective pre-onsite communication with appropriate teams at property locations to streamline operations.
- Generates detailed service reports outlining work performed at locations, resolutions implemented, remaining issues that need to be addressed, and potential areas for cost-saving measures. Confirms all location changes are captured within the company knowledgebase.
- Functions as the primary liaison and "face" of the IT department at remote locations, providing excellent on the ground customer service in all scenarios, including those in which users are frustrated by the equipment and service onsite.
- Installs, configures, and reorganizes server closets and networking infrastructure onsite, including coordination with vendors and remote support staff.
- Keystone figure in a significant company initiative to modernize and digitally connect 75+ unique locations across the country to the central HQ office.

Help Desk Technician *Nov 2022 - Aug 2023*

- Provided in-person support for a user base of 100 users, with an additional 1000+ users supported via remote methods
- Subject matter expert for iPhone setup, Verizon phone activation, RingCentral setup, and all associated billing questions
- Confident with level 1/2 troubleshooting of internet, networking, printer, and hardware support, with firm grasp of when tickets need to be escalated due to either advanced skillset or distressed end user ●
Comfortable with a variety of ticketing systems, and sat on discovery team for evaluation of company's new ticket system selection

IT Support Desk Intern *May 2022 - Sep 2022*

- Provided basic first tier support for user creation and management issues, including new account setup and deactivation
- Imaged machines and shipped nationwide in a timely manner for new hires at remote locations

Elms College: BS - Computer Science *May 2023*

TechFoundry: IT Support Bootcamp *June 2022*

Skills

Operating Systems: Mac, Windows, Linux, Android, iPhone iOS **Tools & Platforms:** Microsoft Office Suite/O365, Google Workspace, Monday.com, AirWatch, ITGlue

Networking: WAN, LAN, VLANS, DHCP, DNS, VPN

Education