

Nick Socha

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Technology professional with four years of experience and diverse skills attained through technical training and personal projects. Passionate about technology and driven by intellectual curiosity to continuously improve skills and stay abreast of trends and tools.

SKILLS

IT Skills: Troubleshooting Windows 7 - 10, Mobile Devices (Android / iOS), Microsoft Office 365 Support, LAN/WAN Protocols (TCP/IP, DNS, DHCP), ServiceNow ITSM Software, Writing Knowledge Base Articles, Virtualization (VirtualBox, VMware), Linux, 24 x 7 On-Call Rotation

Programming Skills: HTML, CSS, JavaScript, Bootstrap, Git / GitHub

EXPERIENCE

Senior Desktop Support Technician, [Ascension Technologies - Glendale, WI](#) Sep 2016 - Present

- Member of a ~20 technician team at one of the US's largest healthcare organizations supporting nine major facilities and 10+ clinics in southeastern Wisconsin with ~7,000 users and ~11,000 devices.
- Providing tier 2 infrastructure and software support in desktop hardware and network environments through collaboration with the helpdesk, applications teams, vendors, and other IS associates.
- Ensure industry standard compliance while completing end to end installs, moves, and projects.

Deployment Technician, [Paragon Development Systems \(PDS\) - Oconomowoc, WI](#) May 2015 - Sep 2016

- Assigned to Ascension's desktop refresh project, working on a team of approximately 6 people and covering multiple sites across southeastern Wisconsin.
- Replaced computers, assessed build sheets for potential issues, reconnected machines and peripherals, and performed testing and troubleshooting to ensure systems functioned as required.
- Maintained product inventories and a tidy environment.

QA Tester, [Kohl's Corporate Support Center - Menomonee Falls, WI](#) Feb 2015 - May 2015

- Performed defect discovery and troubleshooting of digital price tags, testing 400+ tags to meet daily goals.
- Effectively documented issues discovered during testing. Coacted with project management to resolve issues.
- Collect and report data using specific spreadsheets and applicable databases.

Desktop Specialist, [Kohl's Corporate Headquarters, Menomonee Falls, WI](#) Nov 2014 - Feb 2015

- Imaging HP desktops and laptops and verified hardware, OS, and network functionalities.
- Set up and configured 6+ machines per day, swapping old with new, confirmed machines' functionality.
- Ensured efficient support and customer satisfaction.

Warehouse Associate, [Caliendo Savio Enterprises, New Berlin, WI](#) Oct 2013 - Nov 2014

- Proactively managed the process of verifying, packaging and stocking a bulk quantity of orders to cater efficiency while maintaining warehouse cleanliness.
- Checked-in and received product and transported orders with high-level order pickers.
- Facilitated merchandising in diverse settings. Engaged in multiple warehouse operations to ensure optimum productivity.

EDUCATION

Degree Program: [IT Networking, Milwaukee Area Technical College](#) CGPA: 3.111

2013 - 2015