Noah Westberry

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IT Support Specialist

A driven IT professional with progressive experience improving productivity and reducing downtime in fast-paced, high-energy atmospheres while maintaining knowledge of and proficiency in the latest IT trends. Recognized for expertise in software debugging, configuration, system error resolution, and equal dexterity in software and hardware troubleshooting and repair. A strong communicator with exceptional customer service, technical support, conflict resolution, collaboration, and time management skills, who works well with diverse personalities and people at all levels of an organization.

Technical Proficiencies

Security: SCCM, AD, Tanium, TrendMicro, Zscaler

Software: MS Office (Intermediate Excel), Google Drive, ServiceNow, Spreadsheets, Zoom, iOS, Android

Hardware: Monitors, PC Desktops (Dell, HP), MacBooks, iPhone, Android

Career Experience

John Muir Health, Walnut Creek, CA   **October 2022-Current**
IT Technical Support Specialist (Contractor)

Supported the Windows 10 upgrade project, reaching out to medical personnel to track down and locate devices. Kept records of all users interacted with and status of the devices we were locating and reimaging/retiring

Also supported the Walnut Creek location, assisting the specialists with tickets and rounding, tackling issues from keyboard replacements to AVA and WOW cart repairs.

Magellan Health Services, Remote   **October 2020 – January 2022**
IT Production Operations Specialist

Gained in-depth experience in SCCM configuration manager as well as intermediate-level Excel. Inventoried thousands of devices and kept an updated device list organized by returns, repairs, retired devices, and inventory movement. Maintained compliance, updating security software as often as needed. Adhered to strict office protocols, driving technical operational efficiency. Implemented security measures and educated customers on security policies.

- Collaborated directly with Vice Presidents and other senior-level leaders to deliver exceptional customer service.
- Improved security repair efficiency through multiple process improvements for a company with 8k+ employees and 10k+ devices.
- Restored or repaired security applications, including FireEye, Tanium, TrendMicro, Zscaler, and SCCM across hundreds of devices weekly.
- Meticulously maintained accurate security records on 9k+ devices while upholding all security protocols.

John Muir Health, Concord, CA   **December 2019 – April 2020**
IT Hardware Technician

Classified, inventoried, and delivered computers, monitors, and other technical equipment. Imaged and cataloged hundreds of medical office and hospital computers. Prepared stock for a new medical office located in Brentwood. Supported the creation of pop-up COVID-19 testing facilities, ensuring smooth operations during a hectic time.

- Played a vital role in functional planning, supporting the creation of new and redesign of existing medical offices and hospitals by ensuring all technical needs were met.

- Led the full set up for 12 COVID-19 screening rooms in just 2 days, ensuring all equipment and supplies were available and easily accessible.

Unitek Learning, Concord, CA   **April 2019 – December 2019**
Help Desk Technician

Repaired desktop hardware and provided software maintenance from basic to advanced. Organized, upgraded, built, and maintained multiple computer labs across 2 campuses. Offered technical support in a call center setting to solve network connectivity, system maintenance, peripheral equipment, and email issues swiftly and accurately.

- Troubleshot and solved hardware and software issues in face-to-face and virtual capacity for 100+ end-users.
- Spearheaded multiple large-scale projects to improve access, reduce labor hours, and decrease costs by meticulously reorganizing company assets and databases.
- Collaborated cross-functionally to keep 3k devices running smoothly through expert tech support across multiple sites.

Licenses & Certifications

IT Certificate – Unitek Learning – 2019