Jerry Wilcox

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Summary: Highly skilled Service Desk Analyst with extensive experience in leveraging cloud-based technologies, particularly Azure, to optimize IT infrastructure and enhance operational efficiencies. Proficient in managing Active Directory, Server Manager, and Microsoft Intune to ensure secure, reliable and efficient network systems. Adept in utilizing cloud computing strategies to streamline processes and reduce costs. Possess excellent analytical, problem-solving and communication skills with a proven track record of delivering superior technical support and customer service.

Technical Skills:

* Microsoft Azure: Expertise in deploying, managing, and maintaining virtual machines, storage, network and security services on Azure.
* Active Directory: Experience in managing and maintaining Active Directory domains, Group Policy, and security principals.
* Server Manager: Experience in managing Windows servers, roles and features, and server updates.
* Microsoft Intune: Experience in managing mobile devices and remote device management.
* Networking: Knowledge of network topologies, firewalls, VPNs and DNS, and experience in securing cloud networks.
* Security: Experience in implementing and managing Azure Security Center, Azure AD, and Intune for security and access control.
* Monitoring and Troubleshooting: Skilled in monitoring and troubleshooting Azure resources and systems using Azure Monitor and Log Analytics, ensuring high levels of performance and availability.
* Operating Systems & Software: Windows 7/8/10, MacOS, Linux, Windows Server, Microsoft Exchange Server, Microsoft Office Suite, Remote Desktop Connection/SCCM, Microsoft Endpoint, Bitlocker, SharePoint, ServiceNow, Webex, Citrix, Avaya One-X, Cisco Jabber, McAfee, Wireshark, SAML SSO, MFA

Work Experience:

**Service Desk Technician** MUFG Union Bank Arlington, TX 10/20 – Present

* Deployed and managed virtual machines in Azure, ensuring high levels of performance and availability.
* Managed Active Directory domains, Group Policy, and security principals, ensuring secure access control.
* Monitored and troubleshot Azure resources and systems using Azure Monitor and Log Analytics, ensuring high levels of performance and availability.
* Managed Microsoft Intune to implement and enforce mobile device management policies and secure mobile access to company data.
* Provided technical support to clients and resolved technical issues in a timely manner, improving client satisfaction.
* Helped deploy companywide Operating System upgrades from Windows 7 to Windows 10
* Helped facilitate email domain migration and all O365 applications throughout an entire business organization from Microsoft Endpoint
* Configured and managed Exchange mailboxes, distribution groups, and public folders to meet the needs of the organization.
* Worked closely with the network and security teams to ensure seamless integration of Exchange with other IT systems, including firewalls, load balancers, and security appliances.

**Service Desk Analyst** GM Financial, Arlington, TX 06/16 – 10/20

* Provided technical support and customer service to employees, addressing and resolving hardware, software, and network connectivity issues.
* Utilized Azure for cloud-based support and management of IT systems, maximizing cloud computing efficiencies.
* Documented and tracked support tickets in ServiceNow, ensuring timely resolution and follow-up with customers.
* Collaborated with other IT teams to resolve complex technical issues and improve support processes.
* Assisted in the deployment of hardware and software upgrades, ensuring timely completion and minimal disruption to customers.
* Provided remote support for 10,000 end users in a corporate environment that uses Windows 7/Windows 10 machines relating to hardware, software, computer application, VPN, LAN and peripherals.

**Education**

**A.S. in Information Technology, 2019**

**Tarrant County College –**Arlington, TX