ROLANDO SANCHEZ

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# PROFESSIONAL SUMMARY

IT Support Specialist with 5+ years of experience delivering Tier 1 and Tier 2 enterprise technical support across Windows, macOS, Linux, and mobile platforms. Proven ability to reduce downtime, optimize IT workflows, and improve user satisfaction through proactive troubleshooting, automation, and process improvement. Skilled in IT asset management, incident resolution, endpoint security, and cross-team collaboration in fast-paced, deadline-driven environments.

# PROFESSIONAL EXPERIENCE

## Wolverine Worldwide Inc – Rockford, MI

IT Help Desk Specialist II | March 2022 – June 2025

- Delivered Tier 1 and Tier 2 technical support for 1,000+ end users across Windows, macOS, and iOS environments, achieving a 96% customer satisfaction score.  
- Managed and tracked over 1,500 IT assets using SCCM and Intune, ensuring full compliance with lifecycle and security policies.  
- Reduced average ticket resolution time by 20% through optimized workflows and proactive monitoring.  
- Collaborated with business units and IT teams to resolve escalated technical issues, minimizing downtime.  
- Participated in change management, disaster recovery planning, and ITIL-based incident management.  
- Managed vendor relations, procurement, software licensing, and purchasing processes.  
- Provided on-call technical support, maintaining 99% uptime for critical systems.

## Peckham – Grand Rapids, MI

IT Support Technician | July 2021 – January 2022

- Resolved 20+ daily support requests related to hardware, software, and network connectivity.  
- Created and managed Active Directory user accounts, permissions, and security groups.  
- Supported device deployment, patch management, and infrastructure upgrades, reducing onboarding time by 30%.  
- Authored and maintained internal IT documentation, improving knowledge base accessibility and consistency.

## Grant Fitness Center – Grant, MI

Supervisor (Volunteer) | April 2005 – August 2018

- Delivered excellent customer service for memberships, billing, and facility operations.  
- Managed daily cash handling and reconciliations with 100% accuracy.  
- Maintained facility cleanliness and safety, ensuring compliance with health and safety standards.

# TECHNICAL SKILLS

- Operating Systems: Windows, macOS, Linux, iOS, Android  
- Support & Troubleshooting: Incident resolution, SLA compliance, endpoint management, imaging, diagnostics  
- Networking: DNS, DHCP, VPN, TCP/IP, firewall configuration  
- Administration: Active Directory, Group Policy, Azure AD, IT asset tracking, AWS  
- Tools: Microsoft 365, Exchange, Google Workspace, SCCM, Intune, Jira, ServiceNow  
- Security: Endpoint protection, vulnerability management, patching  
- Automation & Scripting: PowerShell, Bash  
- Soft Skills: Communication, team coordination, user training, process improvement

# EDUCATION & CERTIFICATIONS

- Grant Public Schools – High School Diploma, 2007  
- Grand Rapids Community College – Associate Degree, 2013  
- CompTIA IT Fundamentals (ITF+) – 2021  
- CompTIA A+ – 2021  
- CompTIA Network+ – 2025

# PROFESSIONAL DEVELOPMENT

- Ongoing training in ITIL processes, cybersecurity best practices, and cloud solutions.  
- Active engagement in professional IT communities and forums to stay current with industry trends.

# REFERENCES

Available upon request.