**ROLANDO SANCHEZ**

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## PROFESSIONAL SUMMARY

Dedicated IT Support Specialist with over 5 years of proven experience delivering Tier 1 and Tier 2 technical support across Windows, macOS, Linux, and mobile platforms. Expert in troubleshooting hardware, software, and network issues, maintaining IT systems, and ensuring compliance with security protocols. Recognized for strong problem-solving skills, customer-focused service, and the ability to thrive in fast-paced, high-demand environments.

## CORE COMPETENCIES

• Tier 1 & Tier 2 Technical Support

• Hardware & Software Troubleshooting

• Microsoft 365, Active Directory, Azure AD

• VPN & Network Connectivity Support

• Ticketing Systems: ServiceNow, Jira

• Windows, macOS, Linux, iOS, Android

• SCCM, Intune, Endpoint Security

• CompTIA A+, Network+, ITF+ Certified

## PROFESSIONAL EXPERIENCE

### Wolverine Worldwide Inc – Rockford, MI

IT Help Desk Specialist II | Mar 2022 – Jun 2025

• Provided Tier 1 & Tier 2 technical support for 1,000+ users, troubleshooting desktops, laptops, mobile devices, and peripherals.

• Responded to help desk tickets, calls, and emails, maintaining a 96% customer satisfaction score.

• Installed, configured, and maintained hardware/software systems, ensuring compliance with security policies.

• Managed Active Directory accounts, password resets, and access permissions.

• Resolved VPN and network connectivity issues for remote and on-site staff.

• Documented technical issues and solutions to improve the knowledge base.

• Contributed to IT projects including system upgrades, deployments, and audits.

### Peckham – Grand Rapids, MI

IT Support Technician | Jul 2021 – Jan 2022

• Handled 20+ daily support requests related to hardware, software, and network connectivity.

• Created and managed Active Directory accounts, groups, and permissions.

• Supported device deployments, patching, and infrastructure improvements.

• Developed IT documentation to improve onboarding and procedural consistency.

### Grant Fitness Center – Grant, MI

Supervisor (Volunteer) | Apr 2005 – Aug 2018

• Delivered customer service for memberships, billing, and facility operations.

• Managed daily cash handling and reconciliations with 100% accuracy.

• Maintained facility safety and compliance with health regulations.

## EDUCATION & CERTIFICATIONS

Associate Degree – Grand Rapids Community College, 2013

High School Diploma – Grant Public Schools, 2007

CompTIA A+ (2021) | CompTIA ITF+ (2021) | CompTIA Network+ (2025)

## PROFESSIONAL DEVELOPMENT

Training in ITIL processes, cybersecurity best practices, and cloud platforms (AWS, Azure). Active participant in IT professional communities to stay current with industry trends.