Taylor Duarte-Yurev

IT Support Technician • Desktop & Field Support

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Summary

IT Support Technician with 3+ years of experience in desktop support, help desk operations, and onsite field service across Windows, macOS, and Microsoft 365 environments. Troubleshoots hardware and software issues, deploys devices, assists with MFA and access management, and supports users both remotely and onsite. Known for clear communication, fast resolution, and dependable follow-through.

Core Skills

- Windows 10/11 • macOS
- Active Directory • Entra ID (Azure AD)
- Microsoft 365 (Outlook/Teams/SharePoint)
- Ticketing: ServiceNow • Jira
- Device Imaging: MDT • SCCM/MECM
- Networking: VPN • DNS • DHCP
- MFA: Okta • Duo • MS Authenticator
- Remote Tools: RDP • Quick Assist
- Hardware Repair • Asset Tracking
- ITIL-aligned ticketing • SLA adherence
- KB documentation • Onboarding/Offboarding
- Basic PowerShell (user/admin tasks)

Experience

IT Support Technician - Desktop & Field Support
LinkNeural, Los Angeles, CA • Jan 2024 - Oct 2025

- Delivered onsite and remote support for 500+ users; resolved Windows, macOS and hardware issues.
- Assisted with MFA setup, password resets, and user permissions in Active Directory and Entra ID.
- Handled workstation imaging, deployment, repairs, and upgrades during hardware refresh cycles.
- Completed 20–35 tickets/day, maintaining strong SLA compliance and user satisfaction.
- Supported VPN connections, login issues, Outlook/Teams troubleshooting, and connectivity problems.
- Performed onsite troubleshooting for monitors, docks, printers, and VoIP phones.

IT Support Technician (Contract)
LinkNeural, Los Angeles, CA • Oct 2024 - Jan 2025

- Responded to tickets via ServiceNow; resolved performance, login, and software errors.
- Installed/configured new devices; ensured compliance with corporate IT standards.
- Performed basic network troubleshooting (IP conflicts, DNS failures, wireless connectivity).
- Created internal knowledge base articles to reduce repeat tickets.

Field Support Technician (Contract)
Enterprise Network, Albuquerque, NM • Mar 2022 - Oct 2022

- Delivered break/fix services for desktops, laptops, printers, and VoIP phones across multiple clients.
- Performed hardware installs: PC builds, RAM upgrades, drive replacements, and peripheral setup.
- Supported office relocations, meeting room setups, and AV equipment configuration.

Education & Certifications

- CompTIA A+ (Active)
- CompTIA Security+ (Active)
- Bachelor's Degree in Economics & Finance - Ryerson University

Personal Interests

- Volunteering at community events, mentoring peers, meal prepping, hiking and outdoor walks.