***Tyler J. Alberts***

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***Profile***

Highly driven, energetic individual pursuing a career in IT support. Twelve years’ experience in customer relations and service. Seven years of experience with troubleshooting network, hardware, software issues. Constantly striving to improve knowledge in the IT industry.

***Experience***

**WorldWide Express – IT Support Specialist II (August 2022 - November 2023)**

* Provide remote support with laptops, printers, VOIP/soft phones, and software.
* Provide laptop support with TeamViewer.
* Intune, Azure, SharePoint, Teams, Exchange admin for setting up SharePoint sites, creating teams, and setting up new accounts, groups, DL and adding security groups.
* Work ticket log and created confluence articles within Jira, and Salesforce.
* Troubleshoot and resolve Microsoft 365, Citrix, RingCentral, Webex, 1password, Lastpass, Mcleod, Docuware, Adobe issues, Microsoft Authenticator (MFA).
* Provide mobile support for IOS and Android.
* Assist with VPN set ups with Cisco AnyConnect and Windows VPN.
* Admin for RingCentral and Mettel phone system with setting up new accounts and managing roles and call queues.
* Document and maintain SOP’s as necessary to updates and development.

**Traulsen – IT Support Specialist II (May 2019 – August 2022)**

* Desktop support role of fixing and building PCs for end users.
* Created an image and deployed it across the company when moving over 180 PCs from windows 7 to 10.
* Edit or add end users into AD and assign correct access.
* Administer Office 365 examples would be email tracing, mail forwarding, and providing license for end users.
* Pushing software and work ticket log with Lansweeper.
* Troubleshoot and resolve Microsoft office issues.
* Assist with VPN set up and support users working at home with remote support\sessions.
* Administer Cisco phones through CUCM, Cisco Unity and Finesse.
* Stand up printers by configuring network information.
* Support any printer breaks or needs like paper jams or toner replacements and work with vendors to get any parts replaced or fixed by them.
* Network support role of running and patching **Cat 6** cable throughout the business.
* Troubleshoot warehouse issues with label printers and RF guns by either recalibrating the printers or loading new labels and repairing RF guns to terminals when they lose connection.
* Provide support for iOS and Android devices along with migrating and setting up end users on new devices.

**Aviall - IT Enterprise Support Technician I-III (June 2017 – May 2019)**

* Providing white glove level one to level three support for our in-house users and executive members.
* Use LANDesk ticketing system and remote support with LANDesk Management Console, Remote Desktop Protocol, Skype and lastly WebEx.
* Attend and set up schedule meetings with WebEx and audio/speakers.
* Building desktops, laptops, monitors, and Cisco phones for new hire and migrating existing users from windows 7 to 10 PCs.
* Troubleshoot software, hardware, and VMware or Hyper-V on Dell, HP laptops and desktop along with Intel desktops.
* Installing and supporting various applications like McAfee, Microsoft Office Professional Plus, Google, IE, Firefox, Citrix.
* Provide mobile support for iOS.
* Resetting passwords and changing account info through Active Directory.
* Patching cables from end user desk into IDF closest to the switches.
* Support warehouse needs by fixing label printers, standing up new printers, PC issues and maintaining/monitoring metric display.

**AT&T - Premises Technician (August 2013 – June 2017)**

* Ensure AT&T Customers are satisfied with high-speed internet and Direct TV/U-verse services.
* Understanding their frustrations then capitalizing on any trouble that needs to be fix.
* Coaching a twelve men team to excellence.
* Handling Wi-Fi issues and other customer’s devices including HP, Dell, Apple, Android and much more.
* Trained in Fiber, Copper, and Satellite connections.
* Ran Fiber and Copper jumpers at SAI boxes. Connect fiber with fiber connectors from terminals in front yard to side of residential houses and connected to their ONT.
* Ran Cat 5e cable throughout businesses and residential areas.
* Advance troubleshooting with JDSU unit on copper lines. Ensure amazing quality of service and safety.

***Education***

**Arlington High School. 2009-2013**

Higher Level and Foreign Courses. 3.5x GPA. Graduated on Scholar Degree Plan.

***Skills***

**Client-driven** – Concern with the customer’s needs, consistently asking questions to uncover the customers true wants then being able to meet those requirements

**Personality** - maintains positive and friendly attitude during any type of situation.

**Troubleshooting (Problem Solving)** – Continue to work at it until the job gets done.

**Leadership –** Able to control situations, take ownership and build a team to their full potential.

**Adaptability –** Open to new ideas and concept, willing to conduct multiple task or projects.

**Willingness to Learn –** Always willing to learn a new skill or technique. Always accepting into changing environment.