CLARK | SENIOR HELPDESK SPECIALIST

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Troubleshooting, MS Office Application Support, Printer Support, Desktop Network Connectivity Support, Third Party Application Support.
- Office 365: User Administration, License Administration, Access Provisioning.
- Active Directory: User Administration, Group/OU Access Management.

EMPLOYMENT

IT By Design   **October 2022 - Present**
SENIOR HELPDESK SPECIALIST

ATOMIT Business Solutions Corp   **July 2021 – October 2022**
IT HELPDESK ENGINEER

- Diagnose and troubleshoot technical issues, including account setup, mobile device, hardware, software, and network configuration.
- Setup new hire onboarding accounts, provision, and termination of user accounts.
- Managed IT Projects and collaborated with the team for weekly table meetings.
- Provide software licenses, and engage with cross-functional teams like operations and developers to handle P1 issues.
- Reporting and Managing Chat Service Tool Project.

IBM Solutions Delivery Inc.   **June 2019 – June 2021**
IT SUPPORT SPECIALIST

- Diagnose and troubleshoot technical issues, including account setup and network configuration.
- Track computer system issues through resolution, within agreed time limits.
- Offer instructions on configuration, setup, and maintenance for County computer systems, mobile devices, hardware, and software.
- Engage with the cross-functional teams like operations and engineering to build, drive and improve tools and processes for quicker issue resolution
- Recommend changes to improve systems and network configurations, and determine hardware or software requirements

II-VI Laser Enterprise Philippines   **December 2018 – May 2019**
IT ONSITE SUPPORT

- Maintain and administer computer networks and related computing environments including computer

hardware, systems software, applications software, and all configurations.

- Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary.
- Analyze equipment performance records to determine the need for repair or replacement.
- Plan, coordinate, and implement network security measures to protect data, software, and hardware.
- Recommend changes to improve systems and network configurations and determine hardware or software requirements related to such changes.

Catsen Logistics Corporation   February 2018 – December 2018
CAR QUALITY INSPECTOR

- Inspect vehicles or other equipment for evidence of abuse, damage, or mechanical malfunction.
- Inspect vehicles or equipment to ensure compliance with rules, standards, or regulations.
- Examine transportation vehicles, equipment, or systems to detect damage, wear, or malfunction.
- Issue notices and recommend corrective actions when infractions or problems are found.

EDUCATIONAL QUALIFICATION

- Bachelor of Science

IT BY DESIGN BOOT CAMP TRAINING | MSP TOOLS, SOLUTIONS, AND BEST PRACTICES:

- Trained on MSP Processes & Workflows - Ticket life-cycle, dispatch, time entries, change management, escalation Workflows, SLAs management, email etiquette, and customer service.
- Connect Wise Manage & Automate
- Windows Desktop Support (End-user computing)
- Windows Server & AD Administration (Manage DNS and DHCP server)
- Office 365 User Management
- Onsite/ Online Backup & DR (Shadow Protect/ Datto)
- Security: SonicWALL Configuration, NAT Rules, Upgrades, Backup & Restore
- Installation/ Configuration Server/ Client OS