

IAN MARVIN | HELPDESK SUPPORT SPECIALIST

TOP TECHNICAL COMPETENCIES

- End User Support: Hardware & Software Support, MS Office & Application Support, Printers Support, Desktop Network Connectivity, Third Party Application Support.
- Active Directory: User Administration, Resource Access Management.
- Office 365: User Mailbox Administration.

EMPLOYMENT

IT By Design

October 2022 - Present

HELPDESK SUPPORT SPECIALIST

Rest Solution Corp.

March 2021 – October 2022

SERVICE DESK ENGINEER

- Acting as the first point of contact with regards to user's technical concerns using VOIP as the channel. Mail flow issues
- Responsible to provide initial troubleshooting and resolve issues in Hardware, Software and Account Logins using the tools: Active Directory, VMware, and Zoho Remote Assistance
- Manage tickets from Open state to Close with the use of Fresh Service as the ticketing system.
- Contributes in Knowledge Base by creating and updating company's knowledge base.

IBM

May 2019 – November 2020

SERVICE DESK ENGINEER

- Acting as the first point of contact for all IT and Technical queries through different channels like phones, email and chat.
- Use ServiceNow Management Tool as ticketing system
- Identifying severity or critical issues and escalating to appropriate groups for immediate resolution.
- Responsible for troubleshooting and resolving hardware and software of end users such as : (Laptop, Desktop, Printer, Cisco Phones, Softphones, Microsoft Office, Other installed software, Web and Mobile Applications).
- Responsible for troubleshooting and resolving user login issues like: VPN and Domain account using Active Directory.
- Manage Cloud/Virtual Desktop server using vSphere or WebSphere client.
- Manage Mobility server using Wireless Management Console to activate mobile applications.
- Configure Cisco Phones using Cisco Unified CM Administration.
- Pushes software update / installation using SCCM Server.

HEADQUARTERS

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INTERN

- Maintains hardware equipment like (Desktop, UPS, Printers and Network switches and connections (RJ 45))
- Responsible for setting up Desktops for user (creating account and joining the machine to domain)
- Troubleshoot and resolve network drive issues
- Troubleshoot and resolve software issues like: Microsoft Office and internal applications.

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

HEADQUARTERS