



# JEROME

Address:

Phone:

Email:

Website:

## SUMMARY

Efficient IT Help Desk professional with expertise in providing top-tier support and troubleshooting in MSP environments. Committed to resolving issues quickly and enhancing user satisfaction.

## WORK EXPERIENCE

IT End-User-Support Technician (Intern)

June 2014 - July 2015

- Deliver help to system users by responding to client queries.
- Solving technical problems with software, hardware, and company peripherals.
- Maintaining an organization Local area network.
- Analyzes operation to maintain computer desktop environment both locally and remotely.

IT Service Desk Technician

July 2021 - July 2024

- Troubleshoots hardware, software, and network problems via phone, chat or email support.
- Understanding of ServiceNow & Service Manager, used as ticketing system.
- Active Directory, Privileged Access Management Control.
- Uses of Microsoft Office 365 Business.
- Escalating advanced IT support cases.

IT Cybersecurity Analyst (Support)

July 2024 - Present

- Troubleshoots hardware, software, and network problems via phone, chat or email support.
- Active directory and Azure, O365/exchange administration

Troubleshooting message Mail flow.

Policy configuration and set up.

Analyzing message logs.

## EDUCATION

June 2009 - April 2014

Bachelor of Science in Computer Engineering

## SKILLS/SELF ASSESSMENT

- Knowledgeable on computer software/hardware/network
- English - Excellent
- Flexible and focus

## REFERENCES



[Redacted]

[Redacted]



[Redacted]

Mimecast Technical support.