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| JOhn BreeseIT HELPDESK |
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| Summary |  |  |
| CERTIFICATIONS |
| Aspiring Linux System Administrator with a strong foundation in customer service, interpersonal communication, and problem-solving. Skilled in acting as a central point of contact for clients through phone, chat, email, and other channels. Proven ability to guide end users through diagnostic procedures, identify and resolve issues, and provide effective technical solutions. Equipped with a solid understanding of Linux systems, eager to leverage technical expertise in system administration to drive efficiency and enhance user experience |  | 06/2016 CompTIA A + certified05/2017 CompTIA Network + certified03/2018 CompTIA Security + certified04/2023 - current - LPIC-1 certifiedEducationPhoenix Community CollegeLinux System AdministratorCompleted 72 creditsKEY SKILLS***Operating Systems***Linux (Various Distributions)Windows 7, 10, 11 AndroidIOS***Virtualization***VMware, vSphere,Citrix***Cloud & Remote Access***Office 365Microsoft TeamsCisco AnyconnectOpen VPNRSA SecurIDRemote Desktop***ITSM***Service now, Cherwell, IT Glue |
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| EXPERIENCE |
| Workstation Technician, Mayo Clinic Hospital08-21-2023 - 07-17-2024* Collaborates with Workstation Support Services business units to ensure hardware and software orders are received, configured, scheduled, and installed
* Researches, verifies, and documents device specifications according to purchase order and Mayo standards
* Works independently while providing on-site installation, customer service, and technical installation and/or repairs support per department or individual customer requests
* Serves as technical and equipment liaison in the field as needed to collaborate with other support services
* Maintain inventory of supplies and equipment necessary to complete installations or repair requests
* Collaborate with other IT Infrastructure areas to manage parts inventory.

IT Service Specialist, Mind 24-705-31-2023 - 7-24-2023* Created and managed Office 365 accounts
* Performed administrative duties in Azure Active Directory
* Created and troubleshot SSO sign in issues
* Setup network drives
* Purchased equipment through CDW.
* Setup and troubleshot Electronic Medical Records

IT Helpdesk Representative, First Interstate Bank12-12-2022 – 02-28-2023* Troubleshot Multi-Factor Authentication issues and performed pin resets
* Performed administrative duties of AD account suchs as password resets and account unlocks
* Utilized Microsoft Configuration Manager, Microsoft Teams, and Citrix Director Shadow Session to remote in and assist end users
* Recovered access to encrypted drives by obtaining key ids and unlocking drives
* Performed remote installation of software via Software Center

Desktop Support, AML RightSource01/31/2022 - 06/26/2022* Managed user’s single sign on use with PingID
* Setup, deploy and maintain networked workstations, peripherals, and telephony within the organizations office locations
* Maintain an accurate and detailed inventory and maintenance history of all software and equipment assets via AssetTiger
* Research and troubleshoot end-user issues with computers, printers, software and operating systems
* Performed imaging of desktop and laptops with Ivanti

Help Desk Engineer, Accram05/24/2021 - 08/23/2021* Utilized windows hyper cluster manager and hyper v to create virtual machines an end user could RDP into
* Configured and troubleshot 0365 accounts
* Provisioned new iPad and iPhone with MDM software IBM Maas360
* Provisioned new computers and VoIP phones for site deployment
* Provided backup and file restoration with Veeam
* Provided technical support for macOS users

Desktop Engineer, Banner Health11/02/2020 - 01/10/2021* Provided remote desktop support to multiple Banner health facilities dispersed across the US
* Coordinated with coworkers to identify, investigate, track, and resolve desktop, application, and system issues
* Facilitated transfer of files from shared network drive to OneDrive
* Setup and troubleshoot laser jet and face sheet printers

Sr. Systems Analyst, Cognizant08/27/2019 - 06/19/2020* Managed call tracking and process flows via ServiceNow
* Diagnosed, troubleshot, and resolved missing Network drives
* Assisted with Windows 7 to 10 upgrades and setup of aforementioned accounts
* Troubleshot VDI sessions
* Updated Knowledge base articles
* Configured and troubleshot Avaya softphone and Avaya CMS supervisor

Helpdesk Tier I, OneNeck IT04/10/2018 - 05/23/2019* Assisted with the relocation of domains
* Altered DNS records
* Preformed backups of web pages
* Facilitated setup of email accounts
* Troubleshot POP3 and IMAP email accounts
* Utilized Putty to remote into POS devices to identify and fix issues
* Monitored Nagios to ensure device functionality
* Preformed account setup and management for Microsoft Active Directory and Unix accounts
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