



Leonardo
Contact: Cathy Kopa
UNIVERSAL Technologies
518-542-6312
Ckopa@univstech.com

Professional Summary:

IT Professional dedicated to deploying, troubleshooting, maintaining, and supporting all technology used in a windows operating environment with skills and experience including Level 2 help desk/service desk support and partnering with teams to ensure reliable WAN and LAN.

Technical Tools	MS Office Suite, Office 365, MS Exchange, Active Directory, Windows 7/8/10, Mac, iOS, AirWatch MDM, ChangeGear, Track-IT Helpdesk Ticketing Systems , NEC integrated touch screens, Software/Hardware troubleshooting, Windows, MAC OS, WAN/LAN troubleshooting
POS	Oracle, Microsoft
Other Tools and Skills	Xstore, MiStore, RES 3700, MS Server Management Studio

Education/Certifications:

- Bachelor of Technology in Computer Systems, New York City College of Technology, New York, NY (in progress)
- Associate Degree in Applied Science and Network Security, LaGuardia Community College, Queens, NY
- Cyber Network Assurance Certificate

Professional Experience:

Client: UNIVERSAL Technologies/NYC School Construction Authority (SCA), New York, NY Dec 2019 – Present Title: Service Desk Agent

Responsibilities

- Addressed **Service Desk phone and email requests using Remedy ticketing system.**
- Generated, **resolved**, and **routed service requests.**
- Configured and rolled out the **ongoing usability of computers**, peripheral equipment and software within established standards and guidelines.
- **Performed troubleshooting** for hardware and software problems utilizing documentation, online assistance, and other staff members when necessary.
- Responsible for **Network Infrastructure** and **Server Support** staff as appropriate to determine and resolve problems received from clients.
- **Trained staff** on best practice uses of hardware and software.

Client: Barney's, New York, NY Title: IT Support Analyst
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May 2018 – Dec 2019

Responsibilities:

- Deployed, maintained, and **supported all technology** used by over 100 persons including management and staff at the flagship stores and LIC Image Studio.

- Served as escalation point for Level 1 team.
- Provided technical support to end users via **email, telephone, remote** and in-person support.
- Monitored 5 queues to meet SLA.
- Performed **troubleshooting of hardware, software, office equipment**, and networking issues.
- Provided **level 2 help desk** and service desk support in **Windows 7/10 environment**.
- Supported **Android** and **iOS smartphone devices** and trained all users.
- Provided **desktop, telecom, and smartphone support** and training for all users.
- Set profiles for users and granted access in accordance with company role.
- **Supported local and network printers** across several sites.
- Partnered with the network and telecom teams to **maintain equipment** and **ensure reliability** of the **WAN** and **LAN**.
- Set up **printers, smartphones**, set up user IDS and permission levels using **Active Directory**.
- Resolved network issues before needing escalation.
- Installed and supported MS Office 365.
- Maintained loaner and hardware inventory.
- Partnered with the IT security department to ensure **all processes, hardware, and software were PCI compliant**.
- Created and maintained updated **Windows standard images**.
- Ensured that necessary configuration documentation was current and regularly maintained.
- Enrolled all new hires at Flagship stores on AirWatch MDM.
- Provided Support on enrolled devices via AirWatch portal.
- Provided **high level of support** and **reliability** for the Point of Sales system at the New York flagship stores.
- Responsible for **daily system monitoring** and verifying the integrity and availability of all hardware, server resources, systems and key processes for 130 store registers, 15 restaurant POS terminal, 10 servers, 30 shipping, receiving devices, and 150 mobile point of sale devices.
- Collaborated with the corporate POS team to roll out software updates and system changes required by the business.
- Responsible for all store technology at flagship stores and stores nationwide.
- **Trained new helpdesk technicians** and provided documentation.

Client: Victoria's Secret, New York, NY

Apr 2015 – May 2018

Title: Operations and Technical Support

Responsibilities:

- Provided onsite technical support for the flagship store in a Windows 7 environment.
- Provided **troubleshooting and resolved issues** with POS, MPOS, WorkCentre, and **PC**.
- **Installed Hardware and devices** for managers from within stores and other districts.
- Led team of facilities and back of house merchandise processing.
- Coached and mentored all seasonal hires.
- Set standards for procedures and maintained procedures.