Roosevelt Segura

Experienced IT support technician looking to transition. A goal-oriented professional with extensive computer systems and customer service skills. Someone who strives to gain value by constantly learning new skills and finding ways to help others.

Watertown, MA 02472
www.chinola.app
mail@roosevelt.info

EXPERIENCE

Foundation Medicine, Cambridge, MA — *Service Desk Tech II*

Oct 2023 - PRESENT

- Provide first-line support for IT services for employees and clinical lab.
- Perform onsite support, troubleshooting, and resolution of issues.
- Monitor and manage emails, ticket queues, and incidents for timely escalation.
- Document ticket resolutions and escalations.
- Assist Service Desk and Delivery team during major incidents.
- Create and support user accounts and laptop configurations.
- Setup email, printers, and software on end-user devices.
- Provide support for audio, visual, and network issues.
- Perform remote maintenance and participate in office setups.
- Contribute to the Service Desk knowledgebase.
- Drive continuous improvement in operations.
- Ensure high customer satisfaction through online and in-person support.

PSM Partners at Institute for Health Improvement, Boston, MA — *Service Desk Engineer*

JUN 2023 – Oct 2023

- Consistent review and assignment of issues submitted to the ConnectWise Service Boards through email, phone calls or alerts from monitoring systems.
- Provide Level 1 system administration support for core IT systems including Active Directory, Office 365, Microsoft Azure, Microsoft Defender, and Microsoft Intune.
- Maintain up to date as-built documentation including network, voice, server, and cloud-based systems for troubleshooting, maintenance, and for continuity of business purposes.

Ventus Therapeutics, Waltham, MA — *IT Specialist*

JUL 2022 - JUN 2023

- Managed IT inventory for the Waltham office.
- Managed IT Lab Equipment.
- Co-Managed Microsoft 365 Tenant with MSP.
- Implemented Jira Service Management for ticketing system.

SKILLS

APIs

Basic Web Development

Bilingual (English and Spanish)

Cloud Computing

ITSM

Microsoft Product Administration

Superior Customer Service

CERTIFICATIONS

AWS Certified Cloud Practitioner
Dec/2023 –Dec/2026

CompTIA Security+ CE
Apr/2016 – Apr/2019

Microsoft Certified: Azure Fundamentals
May/2021

LANGUAGES / TOOLS

- Active Directory
- Angular
- Box
- Citrix Workspace
- ConnectWise
- CyberArk
- Datto RMM
- Docker
- Fortinet Products
- Git
- JavaScript
- Jira Service Management
- Linux
- Manage Engine Service Desk
- Microsoft 365

- Implemented GitHub Enterprise.
- Responsible for making sure the new Waltham office was online within 24 hrs of Moving.
- Implemented centralized SQL server for lab instruments.

Pillar Biosciences, Natick, MA — *Sr. Desktop Support Specialist*

FEB 2022 - JUL 2022

- Creation of Microsoft 365 Teams and email distribution list.
- Conference rooms system troubleshooting.
- Onboarding and offboarding of users.
- Troubleshoot network and VPN issues using FortiGate portal.

Jounce Therapeutics, Cambridge, MA — *Sr. Desktop Support Specialist*

JUL 2021 - FEB 2022

- Creation of VMs for end-users and business needs.
- Managed Box accounts and permissions to the company's folders.
- Troubleshoot CyberArk SSO issues.
- Responded to alerts from Cortex XDR.
- Coordinated with vendors for lab equipment maintenance.
- Troubleshoot network issues using Cisco Meraki portal.

Massachusetts General Hospital, Boston, MA — *Desktop Support Analyst*

MAY 2019 - JUL 2021

- Worked on the bug tracking web application for the Radiation Oncology department using various programming languages.
- Provide Desk side support Radiology department at BWH and Radiation Oncology at MGH.
- Participated in the Windows 10 upgrade project for the Radiology department at MGH and BWH.
- Served as intermediate between enterprise IS and end-users.

EDUCATION

Middlesex Community College, Lowell, MA

PROJECTS

OneView — MGH Radiology Windows 10 upgrade.

- Microsoft Azure
- Microsoft Server
- MS IIS
- Nodejs
- Okta
- PHP
- SAML
- SCIM
- ServiceNow
- SmartDeploy
- SQL Server
- VMware
- VS code