

Roosevelt Segura

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PROFESSIONAL SUMMARY

Reliable IT Engineer with 10+ years of experience delivering hands-on technical support across finance, healthcare, biotech, and scientific organizations. Currently providing white-glove desktop support to 1,700+ end users at a major quantitative finance firm. Expert in end-user support, Microsoft 365 administration, and IT service management across distributed teams. Known for high customer satisfaction, strong troubleshooting instincts, and process improvements that reduce recurring issues. AWS Cloud Practitioner and Azure Fundamentals (AZ-900) certified. U.S. Army Reserve veteran. Bilingual English/Spanish.

CERTIFICATIONS

- AWS Certified Cloud Practitioner — Amazon Web Services (Dec 2023 – Dec 2026)
- Microsoft Certified: Azure Fundamentals (AZ-900) — Microsoft (May 2021)
- CompTIA Security+ CE — CompTIA (Apr 2016 – Apr 2019, expired)

TECHNICAL SKILLS

IT Service Management	Zendesk, ServiceNow, ConnectWise Manage, Jira Service Management
Microsoft Ecosystem	M365 Admin, Azure AD, Intune, Teams, Exchange Online, SharePoint
Infrastructure	Active Directory, Group Policy, DNS, DHCP, VMware, Citrix, SQL Server
Cloud	AWS (Cloud Practitioner), Microsoft Azure (AZ-900), Box, OneDrive
Networking & Security	Cisco Meraki, FortiGate, VPN, CyberArk, Okta, Cortex XDR, Defender
Operating Systems	Windows 10/11, Windows Server, macOS, Linux
Languages	English (native), Spanish (native — bilingual)

MILITARY EXPERIENCE

Specialist (E-4), 12W Carpentry and Masonry — United States Army Reserve, Kuwait / Ocala, FL 2010 – 2018

- Deployed to Kuwait in support of Operation Inherent Resolve (Jul 2015 – May 2016), operating in a multinational joint-force environment with strict security, accountability, and operational standards
- Completed Search and Rescue training at the Florida State Fire College, Ocala, FL (Jul – Oct 2016), building skills in emergency response, structured problem-solving, and high-pressure decision-making
- Maintained readiness across an 8-year service commitment through continuous training, equipment accountability, and disciplined execution of mission tasks within small, cross-functional teams

PROFESSIONAL EXPERIENCE

Desktop Support Engineer — Two Sigma, New York, NY Feb 2026 – Present

- Provide white-glove technical support to 1,700+ end users at all levels, including C-suite, handling walk-up requests, floor walks, and VIP assistance
- Deliver on-site hardware deployment and IMAC support, managing the full lifecycle from automated PC builds and new hire setups to workstation relocations and trader floor support
- Maintain SLA-driven Jira ticket queues with detailed documentation and diagnostic troubleshooting
- Manage IT asset inventory across local and global locations, partnering with Workplace Services and Technology Operations Engineering teams

IT Service Delivery Specialist — Peak Scientific, Westford, MA (Remote) Apr 2024 – Feb 2026

- Delivered Tier 1/2 support to 100+ employees across North America, collaborating with global IT teams in India and Europe in a 24/7 support model
- Maintained 95%+ SLA compliance, triaging and resolving requests and incidents in Zendesk
- Managed complete new-hire setups: laptops, mobile devices, printers, software, and account provisioning
- Handled cross-time zone incident handovers, ensuring seamless global coverage and reducing resolution gaps
- Analyzed recurring ticket patterns and recommended infrastructure improvements, reducing repeat issues

Service Desk Tech II — Foundation Medicine, Cambridge, MA Oct 2023 – Mar 2024

- Provided first-line support to 500+ employees and lab staff in a HIPAA-regulated healthcare environment

- Played during major incidents, executing business continuity procedures to minimize downtime
- Onboarded 15+ new hires per month — account creation, laptop configuration, and security compliance
- Resolved A/V, network connectivity, VPN, and remote access issues across locations

Service Desk Engineer — PSM Partners / Institute for Healthcare Improvement, Boston, MA

Jun 2023 – Oct 2023

- Provided Level 1 support for Active Directory, Office 365, Azure AD, Microsoft Defender, and Intune
- Triage tickets from ConnectWise Service Boards via email, phone, and system alerts
- Maintained documentation for network, voice, server, and cloud systems; hit SLA targets with strong first-call resolution

IT Specialist — Ventus Therapeutics, Waltham, MA

Jul 2022 – Jun 2023

- Co-managed the Microsoft 365 tenant for 100+ users — provisioning, licensing, security, and compliance
- Built Jira Service Management from the ground up, formalizing IT support where no system existed
- Introduced GitHub Enterprise for the development team, enabling modern version control and collaboration
- Established a centralized SQL Server infrastructure for lab data, improving researcher accessibility
- Led IT infrastructure setup during office relocation — zero unplanned downtime

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

Feb 2022 – Jul 2022

- Managed complete user lifecycle: onboarding, provisioning, equipment setup, and secure offboarding
- Troubleshoot VPN and network connectivity using FortiGate; supported AV systems for 50+ person events

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

Jul 2021 – Feb 2022

- Created and configured virtual machines for user and business requirements; administered Box cloud storage
- Investigated Cortex XDR security alerts and resolved CyberArk SSO issues; managed Cisco Meraki network infrastructure

Desktop Support Analyst — Massachusetts General Hospital, Boston, MA

May 2019 – Jul 2021

- Key contributor to the OneView Windows 10 upgrade — coordinated migrations for 200+ workstations across BWH and MGH
- Co-developed an internal bug-tracking web application using JavaScript and Node.js for Radiation Oncology
- Provided desk-side and remote support for Radiology (BWH) and Radiation Oncology (MGH) in a HIPAA-regulated environment

PROJECTS

- Jira Service Management Implementation (Ventus) — Built IT ticketing platform from scratch with workflows and SLAs
- OneView — MGH/BWH Radiology Windows 10 Upgrade — Coordinated OS migration across 200+ workstations
- Bug-Tracking App (MGH) — Co-built an internal tool using JavaScript and Node.js for departmental issue tracking