



NANCY WHITE

Help Desk

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PROFILE

Help desk specialist with 4 years supporting mixed Windows and Mac fleets across manufacturing and professional services. Strength in Active Directory, Intune, and ServiceNow workflows, with a record of reducing repeat tickets through scripting and documentation.

KEY SKILLS

- Active Directory and Group Policy administration
- Microsoft Intune and Autopilot device management
- ServiceNow incident, request, and change workflows
- PowerShell scripting for account and license automation
- Windows 10/11 and macOS troubleshooting
- Office 365 and Exchange Online administration
- VPN, MFA, and Okta identity support
- BitLocker, FileVault, and endpoint encryption
- ConnectWise, ScreenConnect, and remote support tools
- Patch management and vulnerability remediation
- Technical documentation and knowledge base authoring
- Tier 1 mentoring and escalation triage

PROFESSIONAL EXPERIENCE

Service Desk Analyst II

Larkspur Manufacturing Solutions, Columbus, OH | 2022 - Present

- Own escalated tickets from a 6-person Tier 1 team supporting 1,200 users across three plants and a corporate office.
- Wrote PowerShell scripts that automate new-hire account creation, distribution group adds, and license assignment, saving the team roughly 11 hours per week.
- Cut Tier 2 backlog from 140 open tickets to under 30 in three months by triaging stale items and rewriting the escalation criteria.
- Run patch deployment through Intune on Patch Tuesday and follow up on compliance gaps the next morning.
- Mentor two Tier 1 analysts on AD permissions, group policy basics, and how to write a ticket that won't bounce back.

Help Desk Technician

Hartwell & Vance LLP, Dublin, OH | 2020 - 2022

- Provided phone and remote support to 280 attorneys and staff across two offices using ConnectWise and ScreenConnect.
- Maintained 92% SLA compliance on priority 2 tickets across eight straight quarters.
- Configured and shipped 75 Surface devices during a hardware refresh, including BitLocker setup and Office profile migration.
- Acted as point of contact for the firm's e-discovery vendor during three large matters, coordinating data exports and access reviews.

EDUCATION

Associate of Applied Science in Information Technology, Columbus State Community College, 2020

CompTIA A+ (2020)

CompTIA Network+ (2021)

Microsoft 365 Certified: Modern Desktop Administrator Associate (2022)

ITIL 4 Foundation (2023)