



Paolo Nwosu

Tier 3

CONTACT INFORMATION



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Danville, KY 12345

EDUCATION

BS in Network Security and Electronics

Eastern Kentucky University,
Richmond, KY
2010 - 2014

KEY SKILLS

- Windows Server Administration
- Linux/UNIX
- VMware
- Jira Service Desk
- Zendesk
- Microsoft Active Directory
- Azure
- SQL Server
- PowerShell Scripting
- ITIL Framework
- TeamViewer

ABOUT ME

Bringing 12 years of experience in technical support across Windows Server, VMware, and Azure environments, with an ITIL 4 Foundation certification and deep proficiency in PowerShell scripting, Jira Service Desk, and Zendesk. Automated 43.2% of manual intervention tasks by scripting password resets, disk-cleanup routines, and log-rotation jobs in PowerShell, and reduced system downtime by 36.4% through scheduled patch windows, pre-deployment testing, and real-time event-log alerting.

PROFESSIONAL EXPERIENCE

Tier 3

Chaplin Fork IT Services, Danville, KY | 2020 - Present

- Automated 43.2% of manual intervention tasks by scripting password resets, disk-cleanup routines, and log-rotation jobs in PowerShell, saving the team 14 hours per week.
- Resolved an average of 187 tickets per week across Tier 2 and Tier 3 queues, diagnosing issues in Windows Server, VMware, and Azure environments using Jira Service Desk.
- Reduced system downtime by 36.4% over 18 months by implementing scheduled patch windows, pre-deployment testing on VMware snapshots, and real-time event-log alerting.
- Conducted a feasibility study on migrating the help desk from on-premises servers to AWS, presenting a cost comparison that projected annual savings of \$74,200.
- Trained 23 Tier 1 and Tier 2 analysts on escalation protocols and root-cause documentation, cutting average handoff rework from 52 minutes to 19 minutes.

Tier 2 Technical Support Specialist

Herrington Creek Technologies, Lexington, KY | 2016 - 2020

- Resolved 146 tickets per week covering network connectivity, Active Directory account lockouts, and SQL Server access errors logged in Zendesk.
- Reduced unplanned system downtime from 7.3 hours per month to 4.1 hours by adding automated disk-space and memory-threshold alerts on 6 production servers.
- Referred 8 major hardware failures per quarter to vendor technicians, tracking each case through warranty repair and verifying full functionality within 3 business days.
- Cut manual nightly server-health checks by scripting an automated status report that emailed results to the on-call team every 4 hours, recovering 6 hours of technician time per week.

Technical Support Analyst

Dix River Digital Solutions, Harrodsburg, KY | 2014 - 2016

- Answered an average of 119 user inquiries per week on software installation, printer mapping, and Microsoft Office errors via phone and TeamViewer remote sessions.
- Performed workspace design assessments for 3 office relocations, mapping network drops and recommending equipment layouts that cut cable runs by 130 feet per floor.

CERTIFICATIONS

- ITIL 4 Foundation, PeopleCert, 2019