

Bryce Quinlan

Help Desk Technician

Entry-level IT support professional with 2 years of experience supporting Windows OS, macOS, and Active Directory environments across help desk and internship roles. Authored 23 knowledge base articles covering remote-access configuration, printer mapping, and password recovery while managing endpoint troubleshooting, hardware deployment, and OS imaging for growing teams.

CONTACT INFORMATION

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KEY SKILLS

- Windows OS
- macOS
- Active Directory
- Microsoft 365
- Freshdesk
- ITIL Foundations
- TCP/IP Troubleshooting
- OS Imaging
- Hardware Deployment
- DNS and DHCP

PROFESSIONAL EXPERIENCE

HELP DESK TECHNICIAN | MIMBRES VALLEY TECHNOLOGY GROUP, SILVER CITY, NM
2025 – PRESENT

- Supported 847 endpoints running Windows OS and macOS by following documented troubleshooting procedures and escalating complex network issues to senior engineers.
- Onboarded 31 new employees over 9 months, configuring laptops, installing Microsoft 365, and provisioning Active Directory accounts within 45 minutes per setup.
- Authored 23 knowledge base articles covering remote-access configuration, printer mapping, and password recovery, reducing the average time staff spent on self-service fixes to 6 minutes per issue.
- Inspected incoming equipment shipments against order sheets and prepared 19 desktops per month for deployment, verifying cable routing and OS imaging before delivery.

IT SUPPORT INTERN | GILA CREEK PROFESSIONAL SERVICES, DEMING, NM
2024 – 2025

- Set up workstations for 12 new employees during a spring hiring cycle, installing operating systems and confirming peripheral connectivity before handoff.
- Created 14 knowledge base articles in Freshdesk documenting common error codes for the company's billing application, saving the team an estimated 8 hours per month.
- Entered diagnostic commands and reviewed system event logs to identify errors on 174 endpoints, flagging recurring issues for senior technicians to resolve.

EDUCATION

- AAS in Computer Information Systems, Central New Mexico Community College, Albuquerque, NM | 2022 – 2024