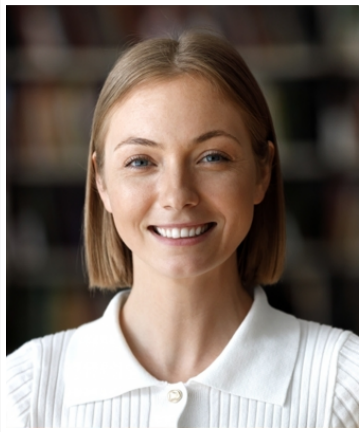


Contact Information

(701) 555-0132

annika.kapoor@example.com

Wahpeton, ND 12345

Education

- **BS IN INFORMATION TECHNOLOGY | NORTH DAKOTA STATE UNIVERSITY, FARGO, ND | 2010 - 2014**

Key Skills

- **Active Directory**
- **ServiceNow**
- **JIRA**
- **Intune**
- **Windows OS**
- **macOS**
- **Microsoft 365**
- **Freshdesk**
- **Splunk**
- **ITIL Practices**
- **IT Asset Management**
- **Endpoint Security Policy**

Annika Kapoor

Senior IT Support Specialist

Experienced IT support professional with 12 years of help desk and desktop support work, serving up to 3,740 end users across multiple offices using ServiceNow, Active Directory, Intune, and JIRA. Reduced security incidents by 47% by deploying Intune conditional-access policies and conducting quarterly phishing simulations for all staff. Holds a Google IT Support Professional Certificate and a BS in Information Technology.

Professional Experience

SENIOR IT SUPPORT SPECIALIST | RED RIVER PRAIRIE TECHNOLOGIES, WAHPETON, ND | 2020 - PRESENT

- Serve 3,740 end users across 4 regional offices by answering hardware and software inquiries, coordinating escalations, and maintaining an average response window of 22 minutes.
- Raised IT asset inventory accuracy from 85.1% to 98.85% by implementing barcode scanning workflows in ServiceNow and reconciling records for 2,180 tracked items quarterly.
- Reduced security incidents by 47% over 18 months by deploying Intune conditional-access policies and conducting quarterly phishing simulations for all staff.
- Conducted office automation feasibility studies comparing 3 vendor proposals, presenting cost-benefit analyses that saved $57,250 in the first year of new printer fleet deployment.
- Trained 14 junior support specialists on ITIL-aligned escalation procedures and Active Directory administration over a 9-month onboarding cycle.

IT SUPPORT SPECIALIST | BOIS DE SIOUX DATA SERVICES, BRECKENRIDGE, MN | 2017 - 2020

- Supported 1,870 end users on Windows OS and macOS platforms, resolving account lockouts, application errors, and peripheral failures within an average of 31 minutes.
- Improved IT asset inventory accuracy to 96.4% by auditing 1,340 laptops and desktops against Active Directory records every 90 days and retiring 127 obsolete entries.
- Referred 46 complex hardware failures to vendor technicians per quarter, tracking repair turnaround in JIRA and holding vendors to a 5-business-day return window.
- Lowered security incidents from 17 per quarter to 11 per quarter by enforcing device restriction policies through group policy objects across 3 organizational units.

HELP DESK TECHNICIAN | OTTER TAIL CREEK SOLUTIONS LLC, FERGUS FALLS, MN | 2014 - 2017

- Answered an average of 24 user inquiries daily regarding Microsoft 365 and Windows OS issues, documenting each interaction in Freshdesk with resolution notes.
- Completed a workspace design study for a 40-seat office relocation, mapping power and data drops that reduced cabling costs by $3,890.
- Maintained IT asset records for 610 devices with 94.1% inventory accuracy, tagging and logging each unit at receipt and disposal.

CERTIFICATIONS

- Google IT Support Professional Certificate, Google | 2019