


# Ian Simmons

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## Summary

Experienced multilingual IT Service Desk Technician with a focus on providing exceptional customer service and client satisfaction. Skilled in troubleshooting hardware issues, as well as software issues related to Office 365, Active Directory, and other various proprietary software. Proven track record of providing technical support to thousands of employees at Falls of Neuse Management as well as Social Security Administration employees nationwide. Experience successfully managing the overall IT operations of the company at BCT Partners. Diligently documents all incidents through ITSM platforms.

## Experience

### IT Service Desk Technician

Falls of Neuse Management LLC

Dec 2022 - Present (5 months)

Hired as a full-time employee from my Golden Technology INC. contract position. After being hired by FNM I began to take over the IT portion of onboarding new employees as well as the ability to assign rights in the POS system ComCept while still maintaining my previous responsibilities. Responsible for support across a large user base of thousands of employees for issues including but not limited to SD-WAN and general network, Printer, Windows, and IOS software troubleshooting. Building, configuring, upgrading, and shipping new PCs and laptops that were added to the corporate domain in Active Directory. Office 365 Suite application support, password resets, permission delegation, group membership, and other account management through AD/O365 Admin Center while documenting all incidents through the SolarWinds ITSM platform.

### Help Desk Technician

Golden Technology Inc

Sep 2022 - Dec 2022 (4 months)

Contracted to give support for Falls of Neuse Management in Raleigh, North Carolina. Responsible for support across a large user base for issues including but not limited to: SD-WAN and general network troubleshooting, Printer troubleshooting, Windows and IOS software troubleshooting, building, configuring, upgrading, and shipping new hardware, Office 365 Suite application support, password resets and other account management through Active Directory/O365 Admin Center while documenting all incidents through Solarwinds ITSM platform.

### Help Desk Technical Support Representative

Koniag Government Services

Jan 2022 - Aug 2022 (8 months)

Support for the technical needs of Social Security Administration Employees nationwide. This includes but is not limited to: Mainframe Password resets, Hardware Troubleshooting, Proprietary SSA software troubleshooting, Office 365 application troubleshooting, Windows 10 troubleshooting, Network Troubleshooting, VPN Troubleshooting, Remote Troubleshooting, Soft Phone troubleshooting,

equipment replacements, as well as escalating and delegating customer issues to the correct tier or branch of support.

This position deals with a large amount of secure confidential data so a Public Trust Clearance was required before acquiring the position.



## **Help Desk Specialist**

BCT Partners

Jul 2019 - Mar 2021 (1 year 9 months)

I was responsible for the general IT operation of the company, including but not limited to: System hardware and software maintenance, organization emails, new software implementation, system security monitoring, employee onboarding/offboarding, as well as general troubleshooting.



## **Brand Representative**

Hollister Co.

Jun 2018 - Sep 2019 (1 year 4 months)

I was responsible for the appearance of the front of the store as well as helping customers with anything including retrieving alternate sizing from the stock room, as well as working the cash register.

## **Education**



### **St. Benedict's Prep School**

Jul 2014 - Jun 2018



### **Manhattan College**

Computer Science

## **Licenses & Certifications**



### **HDI Customer Service Representative (CSR) - HDI**

C4291



**Public Trust Clearance** - U.S. Office of Personnel Management (OPM)

## **Skills**

Leadership • Teamwork • Social Media • Time Management • Independence • Support Systems • Creative Problem Solving • Public Speaking • Research Skills • Microsoft Excel