Marcus Webb

IT Support Specialist
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SUMMARY

IT support specialist with 5 years resolving hardware, software and network issues for a 400-person logistics company. Closes an average of 45 tickets a week at a 94% first-contact resolution rate, and rebuilt the onboarding checklist that cut new-hire setup from a day to under 2 hours. Comfortable with Active Directory, Intune and basic networking.

EXPERIENCE

IT Support Specialist — Harrow Logistics Group

Charlotte, NC · Aug 2022 – Present

- Resolve an average of 45 tickets a week across hardware, Microsoft 365 and VPN issues for 400 employees, holding a 94% first-contact resolution rate in Zendesk.
- Rebuilt the new-hire IT onboarding checklist and Intune device profiles, cutting laptop setup time from a full day to under 2 hours for 15 new hires a month.
- Diagnosed a recurring warehouse Wi-Fi drop affecting 30 scanners, traced it to an access point firmware bug, and coordinated the fix with the network vendor.
- Wrote 20 self-service articles for common issues like VPN setup and printer errors, cutting repeat tickets on those topics by 35%.

Help Desk Technician — Brightline Managed IT

Charlotte, NC · Jun 2021 – Jul 2022

- Supported 12 small-business clients over phone and remote desktop, averaging a 20-minute response time on priority tickets.
- Imaged and deployed 60 Windows laptops a quarter using a standard build, reducing setup errors reported by clients.
- Managed Active Directory accounts and permissions for 8 client domains, processing an average of 25 user changes a week.

SKILLS

Systems: Windows 10/11, macOS, Active Directory, Microsoft Intune, Entra ID

Tools: Zendesk, Jira Service Management, ServiceNow, TeamViewer, Remote Desktop

Networking: TCP/IP basics, DNS/DHCP, VPN setup, Wi-Fi troubleshooting

Other: Microsoft 365 admin, basic PowerShell scripting, hardware imaging

CERTIFICATIONS

CompTIA A+, 2021

CompTIA Network+, 2022

EDUCATION

A.A.S. Information Technology, Central Piedmont Community College, 2021

Fictional example by FindAJobAI: the person, employers and numbers are invented.