

## Mintrel Stewart

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### Objective

5 Year I.T Professional with experience working in Manufacturing, Warehouse, and Office environments. Seeking a position in the Information Technology workforce to utilize my skills and abilities and achieve professional growth while being resourceful, innovative, and flexible. I desire to add valuable assets to your esteemed organization as an active member.

### Education

B.S Computer Information Science

**Miles College**

Birmingham, Alabama (Completed 2020)

High School Diploma (Completed)

**James Oliva Johnson High School**

Huntsville, Alabama

### Experience

**Desktop Support Engineer, AHEAD** (Sandy Springs, GA)

8/2022 to present

- *Okta administration*- Creating accounts, Password Reset, Multi-factor, unlocking accounts, assigning users to access through groups, and using Okta to assign tiles through the cloud platform.
- *O365 Admin*- Creating DI, Groups, and assigning users permission through the o365 admin cloud platform.
- *AD Azure*- Experience using Azure ad for a password reset, assigning users to groups, and multi-factor.
- Troubleshoot Windows and Mac operating systems on over 2,000 devices.
- Used ServiceNow Ticketing System.
- Microsoft Intune- Manage over 2,000 devices through Intune. Disable devices within Intune, recover BitLocker and track users' activity.
- *JAMF*- Manage 2,000 devices through JAMF, disabling and setting lock passwords for terminated employees. Using JAMF to recover the file key for Mac users at the company.
- Customer Focus Environment.
- Helped Improve ticket response with the company end users and develop a method to improve customer satisfaction.
- Lead training classes for Contractor Employees by showing them how to access the Okta portal, submit a ticket for IT Support, and submit a ticket for a time keep properly.
- *Virtual Machine*: Help Mac users set up the Windows operating system through VMware.
- *VMware*- Experience with using VMware.
- *Troubleshoot* Mac and Windows 10 and 11 operating systems.

**Hardware Support Specialist, Pomeroy** (Duluth, GA) (Contract)

3/2022 to 8/2022

- Managed relations with external hardware vendors to ensure replacements took place promptly with 100% customer satisfaction.
- Set up new scanners and Zebra printers to support the company's growth within the shipping department.
- Communicated with vendors about where to run network drops to improve the network quality provided within the shipping department.
  - Communicated with the Ceo of First Choice on what will be next within the process and what needed to be ordered to continue growing the IT department.
- Worked with the network guy to install switches to support the shipping department.
- Was the middleman working with Aspen and Canopy to help set up the new system for First Choice Goods.

### **IT Support Specialist, Maytronics (Duluth, GA) (Contract)**

2022 to present

- Troubleshooting printers such as printer jams and network issues, adding drivers from the printer servers or searching the Ip address to locate the driver.
- Experience with working with Win. Added Mac address into Win, which is a warehouse Managing system.
- Setting-up up new users with thin clients and laptops by creating their accounts within AD.
- Use Win to set up order selectors with Scanners and Voice Recognition Consoles.
- Set up voice console for order pickers.
- Use Putty to log into switches and servers to either change Vlan or to whitelist a piece of equipment by adding the Mac address, which gave new equipment permission to get onto our network.
- Maintenance Zebra Label Printers by ensuring the printer heads were clean with alcohol. Also troubleshoot printing issues through Win if there was an issue. Installed and set up zebra printers with static Ip addresses and ensured the labels were coming out correctly from Zebra Designer Software.
- Use the ServiceNow ticket system to prioritize workload for the day.
- Experience with Microsoft 0365 admin center
- Using Active Directory to Manage the control of end-users' accounts.
- Use Remote Software called VNC Viewer to fix user issues remotely.
- Read blueprints to know where the access points were and made for sure the access points were pinged back to assure they were operating correctly. • Use software such as (Scan Manager)
- Set up VOIP such as Cisco and Jabber.
- Troubleshoot Windows 7,8,10, 11, and Mac Operating Systems.
- Image computers by pulling the image down from the server. Also, Image computers with a flash Drive as well.
- Password reset through active directory.

**I.T Specialist, Americold** (Atlanta, GA) (3-month contract)

(2021 to 2022)

- Experience with working with Win. Added Mac address into Win which is a warehouse Managing system.
- Setting-up new users up with thin clients and laptops by creating their accounts within AD.
- Use Win to set-up order selectors with Scanners and Voice Recognition Consoles.
- Set-up voice console for order pickers
- Use Putty to log into switches and server to either change Vlan or to whitelist a piece of equipment by adding the mac address, which gave new equipment the permission to get onto our network.
- Maintenance and supporting **Zebra Label Printers** by making sure the printer heads were clean with alcohol. Also troubleshoot printing issues through Win if there was an issue. Installed and set-up zebra printers with static Ip address and made sure the labels were coming out correctly from Zebra Designer Software.
- Use Service now ticket system to prioritize workload for the day.
- Experience with Microsoft 0365
- Using Active Directory to Manage the control of end-user's accounts.
- Use Remote Software called VNC Viewer to fix user issues remotely.
- Read blueprints to know where the access points were and made for sure the access points were pinging back to assure, they were operating correctly.
- Use software such as (Scan Manager)
- Set up VOIP such as Cisco, Jabber.
- Worked with windows 7,8,10, 11 and Mac Operating System.
- Image computers by pulling the image down from the server. Also, Image computers with a flash Drive as well.
- Supported end users with Password reset through active directory and azure active directory.

**I.T Onsite L2 Client Support Specialist, Polaris Industry** (Huntsville, AL)

(2020-2021)

- Worked with Windows 7,8, and 10 and Mac Operating System
- Perform Computer Cycle Upgrades for over 1800 end users.
- Weekly Image 10 to 20 laptops / Computers for new end users.
- Set-up new phones for new users such as voicemail, Jabbar phones and physical Phones.
- Password Reset through Active Directory
- Fixing Laptops (such as batteries replacement, ram replacement, processor fan replacement, Ram upgrade etc) • Computer Refresh for over 1800 laptop and clients.
- Assess and prioritize daily work base on outstanding worldwide service desk issues.
- Ticket and time tracking using our ITSM solution, ServiceNow.
- Support of devices such as laptops, desktops, handheld barcode scanners, custom workstations, Zebra label printers, and other proprietary technology.
- Administration of Active Directory and 0365 for all user and end-user system objects.

- Use Remote software to remote into desktops.
- Use as400 to set-up printers and scanners
- Testing E-cords for Damage and good connectivity
- Experience with setting up VoIP
- Communicating and working with vendors (smart fox) on where to put Network drops.
- Experience with reading blueprint and knowing where to put new CP and AP.
- Working with Engineers to improve the network on the assembly line to get better connectivity
  - o Hanging Mounts for TV Display.
  - o Supported Software such as Solid works, Autodesk and Pinpoint.

### **Information Technology Technician, Calhoun Community College** 2019-2020

Decatur, Alabama and Huntsville, Alabama

- Repairing Printers
- Assisted the network administrator with user setup, server maintenance tasks, and PC systems troubleshooting.
- Provided support for all hardware, software, and peripheral issues for company employees.
- Maintained records and communications with employees and students about computer related issues.
- Help increase ticket response time by 50% percent and customer satisfaction with documentation and properly training others.
- Improved turnaround time for end user new hardware configurations through templating emails to promote efficiency and speed in communication.
- Managing the distribution of 1200 laptops for students and teachers which was used to increase the support for new online program.
- Re-Imaging laptops and entering service tag number into database.
- Technical support for printers
- Laying down ethernet cables for better network connection or easier access
- Assembly new Tech equipment
- Working with windows 7,8 and 10

### **Assistant Web Developer, MFJ Studios (Internship)**

2018 to 2019

Birmingham, Alabama

- Writing efficient code using software such as Notepad and Sublime
- Adjusting websites using standard HTML/CSS
- Working closely with experience Web designers
- Communicating with customers about keywords to add more potential clients that use search engines.
- Helping Customers with visualizing their dream website
- Updating Social Media Apps with Advertisement on daily bases (Facebook, Instagram, Twitter)
- Completed a full fitness webpage during my internship.
- Working in a team environment to come up with new ways to advertise.
- Work with Windows 10

### **Community Service and Groups**

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|------------------------------------|---------------------------------|-------------------|
| • Computer Science Technology Club | • Honor Student • Toys for Tots | Sports Affiliated |
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