

Joseph A. Porth

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Summary

Experienced IT support specialist with a demonstrated history of working in the healthcare industry. Possessing a robust entrepreneurial perspective, interpersonal skills, special consideration for others, and a remarkable ability to follow precise procedures. Experience connecting with individuals on a personal level, seeking to gain experience and knowledge.

Relevant Completed Courses/Technical Skills

Courses: Visual System Development, Object-Oriented Systems Development, Database Management Systems, Systems Analysis and Design, Web Development, Supply Chain Management, IT Project Management, ITM Topics: Social Networks, Developing Applications for Interconnected Systems, Enterprise System Concepts, and Issues, Management Analysis
Applications: Hyper-V, VMware, Cisco, Webflow, Tableau, ERP, SAP GUI, Eclipse, Gephi, Crystal Reports, MS Office 365, Intune, Excel, Access, Powerpoint, Sharepoint, OneNote, Azure, Teams
Databases: Oracle, IMS, PL/SQL-Server
Languages/Development Tools: Java, HTML, XML, C++, C#, Visual Basic, Python,
Server Operating Systems & Hardware: Intel servers, AMD, IBM Mainframe, Mac OS/X

Education

University of Wisconsin-Milwaukee, **BBA Information Technology Management**, December 2021

Work Experience

DrFirst

November 2022-Present
October 2021-Oct 2022

Senior IT Support Specialist
IT Support Specialist

- Interpret and apply customer support processes when applicable, but think creatively to solve new or unique problems. Maintained a database of all users in the organization with AD.
- Escalate issues that require collaboration with resources from Development, System Engineering, Database Management, and Tier 2 & 3 Support teams.
- Use internal tools for gathering data, examples, and logs to escalate issues to product management teams and developers. Created, configured, and administered domains in AD.
- Serve as a liaison between DrFirst and our customers in response to general inquiries and support problems. Created, modified, and deleted user accounts and groups in AD.
- Assist with resolving and dispatching support tickets.
- Data analysis and related ad hoc projects aimed at improving the DrFirst customer experience.

LKO Tech

March 2021 - Sept. 2021

IT Helpdesk Lead Technician Support Lvl 3

- Serve as the primary point of contact for an assigned site, the main focus being ServiceNow.
- Work directly with Site Administrative Assistants to support Local Leadership needs.
- Installing and configuring Dell Hardware & peripherals.
- Image, upgrade pc/MacBook hardware through MDT, SCCM, and Symantec Ghost.
- Install programs/software with executables and SCCM software center.
- Performing data migrations using various tools such as OneDrive.
- Accurately track & document the installation and or removal of equipment in CMDB.
- Coordinate directly with the end-user in the new device setup, and shipping.
- Respond to post-deployment application and hardware issues related to refreshing.
- Experience with end-user virtual private network configuration (Pulse, AoVPN).

- Provide IT/AV conference support for onsite/offsite executive presentations, events, and meetings including wireless networking, telephony, projectors, speakers, clickers, and closed-network printer setups.
- Make recommendations on existing projects to improve network security.
- Manage firewall/security systems by establishing and enforcing policies.
- Assist in the employee onboarding process, including equipment procurement & imaging.
- Utilize ticketing systems to document service requests and incidents.
- Escalate IT service and application operational issues to the manager or supervisor.
- MS Office 365 support knowledge, including Outlook Calendar and MS Teams support.
- Printer management includes standard break/fix of hardware, software, and networking issues.
- Interact with IT functional groups and establish relationships cross-functionally to drive escalations to closure. Experience in testing routers and switches and deploying them onsite.
- Demonstrate ownership and manage executive incident resolution from end to end in a highly responsive manner, in regard to Cisco and network troubleshooting.
- Strong task management skills: ability to prioritize, triage, resolve and escalate efficiently and effectively. Configured hardware/networks per specifications for deployment.
- Participate in team projects that enhance the quality or efficiency of Service Desk delivery.

Dell Computer Company Jan 2020-Jan 2021 Lead Advanced Computer Technician

- Deploy and service computer equipment.
- Excellent Data Migration (Windows 7 to Windows 10)
- Responsible for resolving technical escalations that arise during service delivery.
- Proven project experience utilizing data and settings migration within Active Directory, imaging, application installation, and technologies.
- Comprehend and follow verbal and written technical instructions and scripts.
- Excellent communication skills and tracking computer assets accordingly.
- Create and document cases and data throughout deployments.
- Able to provide a high-level response for incoming trouble tickets and requests.
- Change people's lives through technology and customer service.
- Researched, designed, implemented, and managed software programs.
- Test and evaluate new programs, along with digital innovation using VMware.
- Identify areas for modification in existing programs and subsequently develop these modifications. Write and implement efficient code while determining operational practicality.
- Develop quality assurance procedures, and deploy software tools, processes, and metrics.
- Maintain and upgrade existing systems, as well as train users.
- Work closely with other developers, UX designers, business and systems analysts, and entrepreneurs.

Finish Line, Milwaukee, WI April 2018 - Dec 2019 Assistant Store Manager

- Assisted Store Manager in all aspects of daily shift management, including customer relations, inventory control, procedural tasks, and paperwork, as well as visual merchandising.
- Provided daily shift floor coverage, as well as security & loss prevention in store.
- Trained Sales Associates, supervised POS, and maintained both individual and shift sales.
- Oversaw content management (Tracking Results & Coaching Performance).
- Organized shipments, transfers & merchandise.
- Held accountability for store sales and metrics, as well as stock and merchandise flow.
- Maintained company standards regarding personal and store sales/performance metrics.

Kwik Trip, Menomonee Falls, WI January 2016 - 2021 IT Specialist / Store Engineering

- Implement security measures, and ensure a great experience with every customer.
- Monitor security certificates and company compliance with requirements.
- Offer technical support to company staff and troubleshoot computer problems.
- Install and update company software and hardware as needed.
- Excellent communication skills, problem-solving, and critical-thinking skills.
- Keep attention to detail, have efficient troubleshooting abilities, and time management.