

Clybbin Cadet

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EDUCATION

Florida Atlantic University
Management of Information Systems

Boca Raton, FL
May 2024

SKILLS & INTERESTS

Skills

Microsoft Office, Active Directory, Azure, AWS, Communication, Organization, Troubleshooting, Analytical Creativity.

Interests

AWs, Azure, Networking, Programming

WORK EXPERIENCE

Azamara (CSI Companies)
IT Helpdesk Administrator

Miami, FL
Nov 2022 - Present

- Managed and resolved an average of 75 helpdesk tickets per week with a 98% on-time response rate, ensuring user productivity and satisfaction.
- Implemented a streamlined onboarding process for new users, reducing setup time by 30% and ensuring all necessary access was granted within 24 hours of hire.
- Managed user accounts for a team of over 500 in both on-prem and Azure AD environments, maintaining a 99% uptime rate and resolving any login issues within an average of 15 minutes.
- Provided hands-on training to over 150 users on how to effectively use company-provided technology, resulting in a 75% decrease in IT support requests.
- Developed comprehensive IT documentation for all hardware and software systems, resulting in a 50% reduction in average resolution time for support tickets.
- Resolved complex Microsoft 365 issues for over 500 employees.
- Assisted the migration of 500+ employees' data from shared servers with the parent company to a new, secured network infrastructure, resulting in improved data governance and compliance.
- Resolved technical issues for 5+ vendor applications by conducting thorough research, developing troubleshooting plans, and implementing effective solutions.
- Identified and resolved 15+ basic-level security issues by conducting system checks and implementing necessary fixes, reducing the number of user accounts compromised by 75%.
- Assisted 100+ in-office employees and 200+ remote employees.

Holy Cross Hospital (Teksystems)
IT Support Specialist

Ft. Lauderdale, FL
Nov 2021 - Nov 2022

- Provided technical support to over 1000+ employees for hardware-related issues, with a resolution rate of 95%, resulting in improved productivity across departments.
- Resolved 95% of all onsite tickets using ServiceNow within SLA, resulting in a customer satisfaction rating of 4.8 out of 5 on average.
- Conducted a comprehensive physical inventory of 3,000+ pieces of hardware and software equipment across 7 hospital facilities using barcode scanning technology and Java database, resulting in a 100% accuracy rate.
- Conducted rigorous testing of EPIC EMR software on 3,000+ devices across the hospital, ensuring seamless and error-free operation for all users.

- Collaborated with the IT team to troubleshoot and resolve technical issues related to EPIC EMR software, achieving an uptime rate of 99.9% within the hospital network.

Nova Southeastern University

Davie, FL

Helpdesk Tier 1

Mar 2021 - Oct 2021

- Performed thorough troubleshooting of user account issues and completed password resets with a 95% success rate, resulting in an improved user experience and decreased downtime for clients.
- Assisted an average of 50 users per day with technical issues, maintaining a high level of customer satisfaction through clear communication and timely resolution.
- Collaborated with the tier 2 support team to identify recurring technical issues, leading to the development of new training materials that reduced issue frequency by 30%.