Nick Socha

Desktop Support Technician

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About Me

Nick Socha is a customer service superstar with an impressive 8+ years of experience who excels at addressing technical issues, managing escalations, and building positive relationships with end-users. He is a top-tier support professional, able to respond quickly and efficiently to end-user inquiries and manage ticket support systems for both on-site and remote IT infrastructures. As a Salesforce Certified Associate, Nick possesses a stable understanding of the Salesforce platform and its capabilities which make him a valuable addition to any team. Nick is passionate about Sim Racing and is dedicated to continuously improving his skills to stay ahead of the curve in an ever-evolving industry.

Certifications

CompTIA A+
2014 - 2017

CompTIA Network+
2014 - 2017

Salesforce Certified Associate
2022 - Present

Education

IT Networking
Milwaukee Area Technical College
2013 - 2015

Work Experience

Service Desk Analyst   **May 2023 - Present**

Kforce | Sturtevant, WI

- Address various IT issues via ServiceNow, including password resets, onboarding new employees in-person and remotely, enhancing the employee experience.
- Expertise in resolving diverse technical challenges, such as application errors, hardware malfunctions, network outages, and software bugs, leading to increased end-user productivity.
- Ensure a secure remote workforce by resolving VPN connectivity issues within AnyConnect.
- Image and configure Windows 10 hardware using SCCM, guaranteeing functionality.
- Provide technical support for conference rooms, ensuring smooth meetings by troubleshooting and resolving technical issues.
- Offer essential support for corporate Android & iOS devices, enhancing communication efficiency.
- Demonstrate proficiency in G-mail and the entire Google Workspace Suite, streamlining organized workflows.

Field Service Technician   **July 2022 - August 2022**
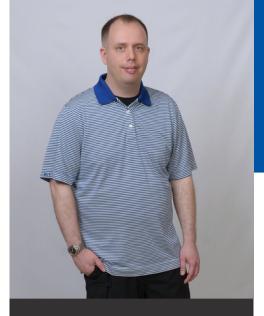
Children's Wisconsin | Wauwatosa, WI

- Contributed to a collaborative effort with a dedicated team to implement a desktop overhaul project, resulting in improved productivity and system reliability for all employees.
- Took a proactive approach in identifying and resolving potential issues through thorough testing and hands-on troubleshooting. Ensured the smooth reinstallation of machines and peripherals.
- Maintained careful oversight of product inventory, ensuring a well-organized and timely project completion.

Help Desk Technician   **December 2021 - June 2022**

ADVENT | Wauwatosa, WI

- Proactively administered Office 365 and on-prem/Azure AD, creating new users and terminating accounts to ensure smooth operations and user satisfaction.
- Assisted with monthly audits of AD and server/network upgrades, identifying potential issues and implementing solutions before they became problems.
- Administered and provided training for Office 365, including transitioning some departments to SharePoint sites replacing aged department network drives.
- Responded to and resolved 3CX VoIP phone issues and printer issues with a sense of urgency, minimizing downtime for end-users and ensuring business continuity.
- Supported conference rooms by troubleshooting and resolving technical issues, ensuring smooth and successful meetings.
- Contributed to the creation and maintenance of a comprehensive knowledge base for IT support, ensuring that information is up-to-date and easily accessible to end-users and IT team members alike, allowing for quick and accurate resolution of issues.
- Responded to and resolved various IT issues via Freshdesk, including password resets, onboarding of new employees, both in-person and remotely, contributing to a positive employee experience and overall satisfaction.
- Utilized NTLite imaging software to image, install, and verify functionality of new Windows 10 / 11 laptops, streamlining the process and increasing efficiency.
- Maintained enterprise level security utilizing Bitdefender and KnowB4 security software among others.

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Skills

- Active Directory / Group Policy
- Conference Room Support
- Employee Onboarding
- Hardware Upgrades
- HTML, CSS, JS
- Imaging
- Knowledge Base Development
- LAN/WAN Protocols
- O365 / Google Workspace Training
- Office 365 Administration
- Powershell
- Salesforce
- ServiceNow
- Vendor Coordination
- Virtualization
- VPN Troubleshooting
- Workstation Deployment

Technical Proficiencies

3CX, AnyConnect, Asana, Atom, Authy, Azure, Bitdefender, BitLocker, Bomgar, Calendly, Chrome, Citrix, ClickUp, Cloudflare, Cloudinary, CodePen, CodeSandbox, CognitoForms, Contentful, CSS, Cylance, Discord, Divi, Dragon (Nuance), Dropbox, Evernote, FileZilla, Firefox, FortiClient, Freshdesk, Gatsby, GIMP, GitHub, GitKraken, Google Fonts, Google Workspace, HTML, IFTTT, iRacing, Infoblox, iOS, JavaScript, KnowB4, LastPass, Linux Mint, Mac OS, MailChimp, MarkUp, McAfee, MModal Fluency Direct, Netlify, Notion, NTLite, Office 365, Outlook, Paperform, PhotoShop, PrinterLogic, PulseSecure, Safari, SCCM, SharePoint, Shifter.io, Slack, StackBlitz, Symantec, Tanium, TextExpander, Todoist, Trello, Typeform, Ubuntu, VirtualBox, Visual Studio Code, VMWare, Webflow, Windows 7-11, Wordfence, WordPress, and Zapier

Work Experience

Senior Desktop Support Technician — 2016 - 2021

Ascension Technologies | Glendale, WI

- Demonstrated expertise in resolving a variety of technical challenges, including application errors, hardware malfunctions, network outages, and software bugs, resulting in improved productivity for end-users - mainly Citrix, Outlook/Office 365, Google Workspace, Epic, MagTek/Ingenico POS issues, MModal/Dragon dictation issues - completing roughly 7-20 tickets per day via ServiceNow.
- Secured remote workforce by successfully resolving VPN connectivity issues within AnyConnect, PulseSecure, and FortiClient.
- Ensured the security and integrity of the organization's HIPPA data by utilizing McAfee, Cylance, Tanium, and Symantec endpoint security software.
- Consistently able to handle a high volume of IT service requests, with a focus on providing prompt and effective solutions to a wide range of issues, everything from password resets, assisting vendors, to multi-site troubleshooting.
- Facilitated smooth adoption and usage of Office 365 and Google Workspace tools among end-users through comprehensive training.
- Imaged and Configured Windows 7-10 hardware using SCCM. (Dell, HP, and Lenovo)
- Maintained IP addresses and DNS records using Infoblox software.
- Demonstrated proficiency in deploying and relocating workstations, as well as onboarding new employees.
- Contributed to an efficient and streamlined 45-person Field Services department by taking part in submitting weekly inventory, monthly hardware audits, and the Cloud Blue hardware recycling program.
- Proven ability to work with a diverse range of clients, from CEOs to janitors, and remotely collaborate with hundreds of people from different teams company wide during my 7 year tenure at Ascension.

Deployment Technician — 2015 - 2016

Wheaton Franciscan Healthcare | Glendale, WI

- Collaborated with a team of 6 technicians in the successful implementation of a multi-site desktop refresh project, resulting in increased productivity and improved system functionality / reliability for employees.
- Proactively identified and resolved potential issues by performing testing and troubleshooting, and ensuring proper re-installation of machines and peripherals.
- Consistently maintained accurate product inventory, resulting in efficient and timely project completion.

Desktop Specialist — 2014 - 2015

Kohl's Corporate Headquarters | Menomonee Falls, WI

- Performed imaging of HP desktops and laptops, verifying hardware, OS, and network functionality.
- Set up and configured 6+ machines per day, swapping old with new, confirmed machines' functionality.
- Achieved a consistently high success rate in swapping old machines with new, and confirming functionality, resulting in a positive impact on the customer experience.