Terrell Broussard

Phoenix, AZ · terrell.broussard@example.com · (602) 555-0165 · linkedin.com/in/example-terrell-broussard

My Key Qualifications

- **5 years of IT support and desktop support** in Windows and macOS environments, from Sprouts Farmers Market in 2021 to escalation-point work at OnTrac today.
- Primary escalation point at a logistics carrier for laptop, **Microsoft 365, Zoom, printer, and connectivity incidents** across office and site users.
- Day-to-day administration of accounts, group access, and device policies in **Active Directory, Entra ID, Okta, and Intune**.
- Owns Jira Service Management queues against SLAs: **SLA closure lifted from 86% to 95%** over two quarters.
- Supports warehouse technology in the field: built scanner and label-printer SOPs, **cut device-ticket resolution time by 3.5 hours**.
- Root-cause and documentation habit: KB fixes and triage updates dropped recurring VPN and Wi-Fi tickets **from 42 to 29 a month**; first-contact resolution raised from 68% to 79% at Sprouts.
- **CompTIA Network+ certified** (2024), with PowerShell used to automate monthly Intune-vs-asset-register reconciliation, saving 6 hours a month.

Experience

IT Support Specialist — **OnTrac**, a parcel delivery and logistics carrier serving western and southern US markets

Mar 2023 – Present · 3 yrs 8 mos

- Serve as the primary escalation point for end-user support across corporate teams and local operations sites, handling endpoint, identity, and connectivity issues.
- Stabilized the escalation queue for laptop, Microsoft 365, Zoom, and printer incidents by reprioritizing ticket triage in Jira Service Management and tightening follow-up on aging requests, improving SLA closure from 86% to 95% over two quarters.
- Administer user accounts, group access, and device policies in Active Directory, Entra ID, Okta, and Microsoft Intune, and partner with HR and security on onboarding, offboarding, and access reviews.
- Standardized onboarding and offboarding workflows with role-based checklists across Okta, Entra ID, Intune, and asset tracking, cutting new-hire setup time from 2 business days to 1.
- Cut monthly VPN and Wi-Fi tickets from 42 to 29 for remote staff and warehouse supervisors by analyzing incident patterns and documenting fixes in the knowledge base.
- Reduced average resolution time for handheld scanner and label printer tickets at distribution sites by 3.5 hours through device-specific SOPs and spare-device tracking, and automated monthly device inventory reconciliation with PowerShell, saving 6 hours per month.

Sample resume made with Specific Resume · specificresume.com

Desktop Support Technician — **Sprouts Farmers Market**, US grocery retailer

Sep 2021 – Feb 2023 · 1 yr 5 mos

- Raised first-contact resolution from 68% to 79% on common Microsoft 365 and password issues by writing 14 knowledge base articles and standardizing triage steps for the support team.
- Replaced 172 corporate laptop endpoints over 4 months, coordinating imaging, data transfer checks, software installation, and scheduling with department contacts.
- Cut repeat printer and local connectivity tickets in two office areas from 18 to 10 per month by troubleshooting print queues, updating network mappings, and documenting user-facing fixes.

Education

- **Arizona State University** — Bachelor of Science in Information Technology · 2017 – 2021

Skills

- **Identity & Endpoint Management:** Active Directory, Entra ID, Okta, Microsoft Intune, Jamf, Windows, macOS, SCCM
- **Productivity & Collaboration:** Microsoft 365, Exchange Online, Teams
- **Ticketing, Networking & Automation:** Jira Service Management, TCP/IP, PowerShell, Asset Inventory

Certifications

- **CompTIA Network+** – CompTIA (2024)