Noemi Salcedo

Austin, TX · noemi.salcedo@example.com · (512) 555-0139 · linkedin.com/in/example-noemi-salcedo

My Key Qualifications

- **11 years in IT support and end-user services**, an unbroken run from desktop support in 2015 to Tier 2/3 leadership today.
- Administers **Okta, Google Workspace, Microsoft 365, Jamf, Kandji, and Intune** day to day at YETI, partnering with security and infrastructure teams.
- Redesigned the escalation workflow in Jira Service Management, cutting **MTTR from 11.2 hours to 7.6**.
- Built a **zero-touch macOS provisioning** workflow with Jamf and Okta, dropping hands-on setup from 75 minutes to 20 per device.
- Rolled out **phishing-resistant MFA** to 430 employees in 10 weeks, including enrollment troubleshooting and exception documentation.
- Raised **SLA attainment from 88% to 96%** through runbooks, ticket reviews, and queue balancing, while mentoring junior specialists.
- Earlier SaaS experience at Procore: standardized onboarding across Okta and Jamf, and built quarterly **Zendesk and Confluence reporting** that isolated 3 issue categories driving 22% of tickets.

Experience

Senior IT Support Specialist — YETI

May 2022 – Present · 4 yrs 6 mos

- Own Tier 2/Tier 3 escalations across Windows, macOS, SaaS applications, SSO, MFA, VPN, and conference room AV, and administer Okta, Google Workspace, Microsoft 365, Jamf, Kandji, Intune, and Zoom in partnership with security and infrastructure teams.
- Redesigned the support intake and escalation workflow in Jira Service Management, cutting average MTTR from 11.2 hours to 7.6 hours by reworking triage paths and standardizing escalation criteria with infrastructure and security.
- Built a zero-touch provisioning workflow for macOS new hires combining Jamf enrollment, Okta authentication, and baseline app deployment, reducing hands-on setup time from 75 minutes to 20 minutes per device.
- Raised SLA attainment from 88% to 96% over 12 months by introducing runbooks, ticket review sessions, and queue balancing for junior specialists.
- Strengthened access management and offboarding controls with checklist-based workflows across Okta, Google Workspace, Microsoft 365, and device return tracking, cutting overdue deprovisioning tasks from 9 per quarter to 1.
- Supported a phishing-resistant MFA rollout for 430 employees in 10 weeks, partnering with security on enrollment communications, failure troubleshooting, and exception documentation.

Sample resume made with Specific Resume · specificresume.com

IT Support Specialist — **Procore Technologies**, a construction management SaaS company

Jan 2018 – Apr 2022 · 4 yrs 3 mos

- Standardized onboarding across remote and office hires with role-based provisioning steps in Okta, Google Workspace, and Jamf plus manager signoff checkpoints, cutting average day-one access issues from 7 per month to 2 per month.
- Owned escalated endpoint, identity, conferencing, and SaaS application support for a distributed SaaS workforce, covering both office and remote employees.
- Improved Zoom Rooms reliability by replacing inconsistent room setups with documented standards and preventive checks, lowering AV-related ticket volume by 31%.
- Built quarterly support reporting for leadership from Zendesk ticket data, analyzing reopen rate, SLA breaches, and top incident types, and identified 3 recurring issue categories that drove 22% of tickets.
- Administered user lifecycle tasks, device policies, and documentation in collaboration with security and HR across macOS, Windows, and VPN tooling.

Desktop Support Technician — **Bazaarvoice**, a B2B ratings and reviews software company

Jun 2015 – Dec 2017 · 2 yrs 6 mos

- Migrated 146 users to new laptops over 5 months as part of an office workstation refresh, coordinating imaging, data transfer checks, software installs, and desk-side scheduling across Windows and macOS devices.
- Cut monthly password and account reset tickets from 54 to 37 by publishing self-service instructions and updating internal support articles used by both employees and the help desk.
- Handled onsite and remote support for Windows and macOS laptops, printers, account issues, and meeting room equipment, managing tickets through ServiceNow under documented procedures.

Education

- **Texas State University** — Bachelor of Business Administration in Computer Information Systems · 2011 – 2015

Skills

- **Identity & Endpoint Management:** Okta, Jamf, Kandji, Intune, SSO and MFA Troubleshooting
- **Productivity & Collaboration:** Google Workspace, Microsoft 365, Zoom, Conference Room AV
- **Ticketing & Documentation:** Jira Service Management, Zendesk, Confluence
- **Scripting:** Bash

Certifications

- **Jamf 200** – Jamf (2023)