

ANTHONY MAIKHOL JAIMEZ

IT Support Specialist | Help Desk Analyst | Bilingual (English / Spanish)

Round Rock, TX • anthony.jaimez.it@gmail.com • [linkedin.com/in/anthonyjaimez](https://www.linkedin.com/in/anthonyjaimez) • [anthonyjaimez.com](https://www.anthonyjaimez.com)

PROFESSIONAL SUMMARY

Bilingual (English/Spanish) IT Support Specialist with 5+ years of Tier 1 and Tier 2 experience supporting enterprise environments of 5,000+ end users across Windows, macOS, and Microsoft 365 ecosystems. Proven track record resolving 30+ daily tickets within 15-minute SLA response targets and maintaining an estimated 85% first-call resolution rate. Skilled in Active Directory administration, ticketing platforms (ServiceNow, Zendesk, Aranda), VPN troubleshooting, and incident management. Recognized for speed, precision, and a customer-first approach that consistently meets SLA commitments in high-volume, fast-paced support operations.

CORE COMPETENCIES & TECHNICAL SKILLS

Operating Systems: Windows 10/11 • Windows Server • macOS • Linux (basic)

Directory & Cloud Services: Active Directory (user/group provisioning) • Microsoft 365 / Office 365 • Azure AD basics • Exchange Online

Ticketing & ITSM Platforms: ServiceNow • Zendesk • Aranda Service Desk • Incident Management • SLA Compliance • ITIL practices

Remote & Endpoint Support: Remote Desktop • AnyDesk • TeamViewer • VPN Troubleshooting • Endpoint Configuration • Hardware Deployment

Collaboration & Productivity: Microsoft Teams • Outlook • SharePoint • OneDrive • Slack • Zoom

Networking Fundamentals: DNS • DHCP • TCP/IP • Wi-Fi troubleshooting • VPN connectivity (Cisco AnyConnect, GlobalProtect)

Virtualization (Lab/Personal): VMware Workstation • Hyper-V • Virtual Machine provisioning and troubleshooting

AI & Automation Tools: Claude AI • ChatGPT • Cursor • Python scripting (basic) • Prompt engineering • Building personal productivity tools and automations using AI APIs

Soft Skills: Bilingual Customer Support • Active Listening • Documentation • Problem Solving • Empathy under pressure

Languages: English (Professional) • Spanish (Native) • Portuguese (Basic)

PROFESSIONAL EXPERIENCE

IT Help Desk Support Technician

Sep 2026 - Present

Samsung Austin Semiconductor (via Beacon Hill Technologies), Austin, TX

- Providing first-level IT support to office and manufacturing employees across a high-volume enterprise environment, responding to requests via phone, email, walk-ups, and JIRA ticketing system.
- Troubleshooting Windows workstations, hardware, software, printers, and network connectivity issues; supporting remote users and maintaining IT asset inventory with accurate documentation in JIRA.
- Collaborating with SAS System Engineers to escalate and resolve complex infrastructure issues while maintaining IT security compliance standards and IDF room organization following 5S principles.

Field Deployment Technician

May 2026 - June 2026

GTS Technology Solutions, Round Rock, TX

- Executed large-scale device refresh across Round Rock ISD schools and government facilities, replacing legacy equipment with newly configured workstations.
- Performed OS imaging and deployment on Windows devices using enterprise deployment tools across high-volume rollout timelines.
- Installed and configured required software applications per client specifications, ensuring devices were fully operational prior to end-user distribution.
- Decommissioned and removed existing hardware in preparation for new equipment rollout, maintaining accuracy and organization throughout the process.

IT Support Technician (Tier 1 / Tier 2)

Mar 2024 - Aug 2024

Capgemini, Client: Progressive Insurance (Remote)

- Delivered remote technical support to an enterprise environment of approximately 5,000+ end users across Windows 10/11, macOS, and Microsoft 365 platforms.
- Resolved 20-25 tickets per day on average, consistently meeting a 15-minute response SLA and a typical resolution window of 15-30 minutes for standard incidents.
- Maintained an estimated 85% first-call resolution rate, reducing escalations and improving overall queue performance.
- Administered Active Directory: user accounts, group memberships, password resets, and access provisioning in line with corporate security policies.
- Diagnosed and resolved VPN connectivity issues (Cisco AnyConnect and similar clients) for a distributed remote workforce.
- Supported Microsoft 365 environments including Outlook, Teams, OneDrive, and SharePoint configuration and troubleshooting; installed and configured enterprise software, drivers, and endpoint tools.
- Documented incidents, root causes, and resolution steps in the corporate ticketing system to support knowledge base growth and SLA reporting.

Incident Management Specialist

Oct 2021 - Sep 2022

Manpower Peru, Onsite

- Provided onsite Tier 1/Tier 2 support averaging 15-20 tickets daily across hardware, software, and connectivity incidents.
- Used ServiceNow, Zendesk, and Aranda Service Desk to log, categorize, prioritize, and resolve incidents within defined SLA windows.
- Administered Active Directory accounts: provisioning, group memberships, permissions, and access reviews aligned with security compliance.
- Performed Microsoft 365 tenant-level troubleshooting including mailbox issues, license assignment, and Teams/Outlook configuration.
- Delivered bilingual (English/Spanish) support to a diverse user base, improving resolution speed for Spanish-speaking employees; partnered with infrastructure and security teams on complex escalations.

Second Level Support Analyst (Tier 2)

Mar 2017 - Sep 2021

Sapia Peru, Onsite

- Owned Tier 2 technical support for headquarters operations, handling escalated hardware, software, and configuration incidents from Tier 1.
- Used ServiceNow and Aranda as primary ticketing platforms to track incidents, document resolutions, and maintain SLA compliance.
- Managed Active Directory user lifecycle: account creation, modification, deactivation, group policy application, and password management.
- Coordinated cross-team escalations across desktop, networking, and systems teams; performed routine maintenance, patch verification, and endpoint health checks.
- Mentored junior support staff on troubleshooting methodology, ticket documentation standards, and customer communication best practices.

EDUCATION

Bachelor of Science in Computer Science

December 2016

Instituto Universitario de Tecnologia "Tomas Lander", Venezuela

CERTIFICATIONS

- CompTIA A+, In Progress (Core 1 target: Q3 2026 • Core 2 target: Q4 2026)

PROJECTS & PERSONAL DEVELOPMENT

- **Portfolio:** anthonyjaimez.com, with live demos and source code for every project below.
- **Agent Ops Lab** (Python, MCP, Claude API, Docker, PostgreSQL): a small company's CRM on a DigitalOcean server that I break on purpose. A Claude agent diagnoses it through an MCP server I wrote, with a command allowlist, an audit log and human approval for every change. Fixed all 15 benchmark runs (5 faults, 3 models).
- **AI Helpdesk Assistant, IT Onboarding Agent and AI Incident Responder** (Next.js, TypeScript, Claude API): ticket triage from plain-language complaints, account setup with approval for sensitive access, and outage diagnosis with a postmortem.

ADDITIONAL INFORMATION

- Authorized to work in the United States with no sponsorship required; available for immediate full-time employment.
- Open to onsite, hybrid, and remote roles in the Round Rock / Austin / Greater Texas area.