Parker Provo

Madison, WI 53718

Cell: (608) 516 6441

E-Mail: parker.provo@yahoo.com

Technical Skills

- **Cloud & Infrastructure:** Microsoft 365 administration, Microsoft Dynamics, Microsoft Azure, Microsoft Entra, Azure DevOps, Microsoft Intune, VMWare, Microsoft Teams Rooms, Microsoft Veeam, Lansweeper

- **Operating Systems:** Microsoft Windows (7, 10, 11), Microsoft Server (2012-2025), MacOS, iOS, Android

- **Networking:** Cisco switch configuration, Fortinet switch configuration, battery backup implementations, AP installations, Putty

- **System Administration:** Neurons ticketing system, SpiceWorks ticketing system, PDQ Inventory/Deploy, Active Directory, ADManager+, PRTG, Patch My PC, Sentinel One, Remediant, Killdisk, Windows Autopilot, printer configuration (Zebra, Xerox, Brother, HP, and PaperCut software)

- **Scripting:** Basic PowerShell scripting and basic XML scripting

Work Experience

Helpdesk Support Analyst at ABS Global Inc. - March 2023 - Present

- Utilized Azure DevOps and agile methods to successfully complete projects for various business stakeholders
- Enhanced communication capabilities of the company by successful implementation of video conferencing equipment in all 6 conference rooms
- Responding to and assisting users via Neurons ticketing system on a national scale within defined SLA metrics to complete a hundred tickets on a monthly average
- Organization of IT assets through implementation of Neurons CI and used in conjunction with Microsoft Intune and LanSweeper
- Documenting/visiting remote locations to document assets and implement more efficient processes to include new equipment, new software, and new procedures
- Documenting IT procedures to include - Azure SSO for third party companies, shared Intune Android devices, proprietary production software, and other standard procedures
- Microsoft Intune software distribution
  - Used Patch My PC to streamline Intune distribution of up to date software and asset patches
- Implementation of Killdisk to securely wipe deprecated assets
- Monthly server patching to ensure servers remain secure and up to date

IT Support / Helpdesk at Coating Place Inc. – February 2022 – March 2023

- Provision desktop and laptop computers through PXE boot
- Support 50+ end users' technical issues via the helpdesk platform Spiceworks
- Create and update documentation for technical issues or routine tasks
- Assist IT manager in IT projects (NAS expansion, ISP switchover/upgrade, server replacements)
- Remain up to date on CompTIA certifications and technical knowledge between work tasks

Intelligence Analyst non-commissioned officer at Wisconsin Army National Guard – November 2017 – November 2023

- Analyze information from all intelligence assets to ascertain facts and make assumptions about enemy movement and plans
- Confidently brief high-ranking officers and non-commissioned officers on intelligence findings
- To lead Soldiers in tasks as required by the Commander's mission and intent
- To carry out a task and complete it with minimal guidance and direction

IT Analyst at Opportunities Inc. – February 2021 – February 2022

- Assisting 70+ end users in Microsoft Dynamics Navision
- Configuration of Zebra printers and barcode scanners to be used with Navision
- Assisting users in technical issues through the help desk
- Provide excellent results and customer service while being the sole IT staff member with two vacant technician roles and IT manager position for two months

Grocery Clerk at Woodman's Food Market – October 2014 – March 2022

- Ability to lead a team to ensure work is done in a timely manner
- Providing excellent customer service to a diverse customer base
- Consistently exceed management expectations on project timelines and goals

Certifications

- AZ-900, CompTIA A+, CompTIA Network+, and CompTIA Security+

Education

University of Wisconsin-Whitewater – Graduated December 2020

- Bachelor of Business Administration
- Major: Information Technology