Luis Ortega

IT Support Specialist · Windows, Microsoft 365 & Intune

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SUMMARY

IT support specialist with 6 years of help desk and desktop support, currently the second-tier technician for a credit union with 18 branches. Handles Windows 11, Microsoft 365, Intune and Active Directory, and writes PowerShell to automate account and device setup.

EXPERIENCE

IT Support Specialist · **Heartland Plains Credit Union** — Aug 2022 – Present

Omaha, NE

- Supported 420 employees across 18 branches and a call center, working 22 to 30 ServiceNow tickets a day at 81% first-contact resolution.
- Moved 390 Windows 11 laptops onto Intune Autopilot, cutting new-hire setup from half a day to 45 minutes.
- Packaged 14 line-of-business Win32 apps in Intune, including teller signature pad and check scanner drivers.
- Wrote PowerShell scripts for Active Directory onboarding and offboarding; terminated users now lose access within 15 minutes of HR notice.
- Installed receipt printers, Digital Check scanners and workstations at 3 new branches, coordinating cabling with facilities and drivers with the core vendor.
- Published 60 ServiceNow knowledge articles so Tier 1 resolves password, VPN and printer tickets itself.

Help Desk Technician · **Keystone IT Partners** — Sep 2020 – Jul 2022

Omaha, NE

- Answered phone, email and chat support for 35 small-business clients in ConnectWise Manage, averaging 28 tickets a day.
- Reset MFA, rebuilt Outlook profiles and fixed shared mailbox permissions in the Microsoft 365 admin center and Exchange Online.
- Diagnosed failed laptops and desktops on site, replacing drives, RAM and docks under Dell and Lenovo warranty.

Geek Squad Consultation Agent (part-time) · **Best Buy** — Nov 2018 – Aug 2020

Omaha, NE

- Checked in 15 to 20 repair orders a shift, running diagnostics, malware removal and data transfers.

EDUCATION

A.A.S. Information Technology · **Metropolitan Community College** — May 2020

SKILLS

Endpoints & Identity: Windows 10/11, macOS, Microsoft Intune, Autopilot, Active Directory, Entra ID

Platforms: Microsoft 365, Exchange Online, ServiceNow, ConnectWise Manage, Jamf Pro (basic)

Networking & Scripting: TCP/IP, DNS, DHCP, Cisco Meraki, GlobalProtect VPN, PowerShell

CERTIFICATIONS

CompTIA A+ · CompTIA Network+ · Microsoft 365 Certified: Endpoint Administrator Associate