

Brooks Torres

Desktop Support Engineer, Level 2

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STRENGTHS



Executive Support

Calmed a time sensitive finance incident with clear updates and focused troubleshooting, earning user confidence through closure.



Technical Diagnosis

When a printer failed before a deadline, isolated driver, hardware, and media causes before choosing a practical repair path.



Service Ownership

Kept customers informed from assignment through closure, and became a dependable contact for difficult support requests.



Process Improvement

Reviewed repeated ticket patterns and turned useful fixes into clearer notes, smoother handoffs, and fewer avoidable escalations.



Peer Collaboration

Shared concise troubleshooting steps with teammates, giving peers a useful starting point for familiar endpoint problems.

SKILLS

Desktop support Customer service

Problem solving

Technical judgment

Executive support

Financial user support

Ticket ownership SLA tracking

Vendor coordination

Mac OS support Printer support

Remote support

Process improvement Multitasking

Technical communication

SUMMARY

Desktop support engineer with five years of experience serving executive, financial, and corporate users across **Apple Mac**, Windows endpoints, printers, applications, and network environments. Provides desk side and remote assistance from incident assignment through verified resolution, with careful attention to service level commitments and customer communication. Hands on work includes **Microsoft Intune**, ServiceNow, endpoint imaging, Mac OS support, **Zebra printers**, label makers, conference room systems, **integration hubs**, user access, VPN, wireless connectivity, and peripheral repair. Diagnoses complicated hardware and software failures, explains technical issues in clear language, coordinates vendor repairs, and documents practical solutions for future use. Collaborative support has improved handoffs, protected business continuity, and built trust with demanding users. Brings sound judgment, empathy, and organized execution to every support interaction, helping teams stay productive through dependable technology service.

EXPERIENCE

Desktop Support Engineer II

North Loop Financial Technologies 📅 February 2024 - Present 📍 Chicago, IL

Owns Level 2 support for executive and finance users across office and remote environments. Supports Mac and Windows endpoints, printers, applications, connectivity, **endpoint management**, **conference rooms**, and vendor repairs. Guides incidents from assignment through documented closure while improving service consistency and business continuity.

- Owned complex Mac and finance user incidents through verified resolution, preserving productivity during critical work.
- Maintained **ServiceNow** histories, updates, and SLA evidence, improving handoffs and recurring issue analysis.
- Configured Intune endpoints and **imaging** workflows, validating security settings and application access before delivery.
- Restored VPN, **wireless**, network, and conference room integration issues through layered troubleshooting and documented fixes.
- Resolved Zebra printer failures by isolating hardware, drivers, connectivity, and media causes before vendor escalation.
- Reviewed recurring support patterns and improved setup, ticket documentation, and customer **communication** practices for consistency.

Desktop Support Specialist

Prairie Bridge Advisory 📅 June 2022 - January 2024 📍 Oak Brook, IL

Delivered desk side and **remote support** for professional services users across **Mac OS**, applications, hardware, printers, accounts, VPN, wireless, conference rooms, and connectivity hubs. Coordinated onboarding, repairs, customer updates, and knowledge documentation while protecting client facing schedules and minimizing downtime.

- Diagnosed Mac OS, application, hardware, printer, and peripheral failures using established procedures for client users.
- Scheduled support around client work, confirming operation with users before closing documented incidents.
- Imaged laptops and validated accounts, rights, **security groups**, **VPN**, and wireless access during onboarding.
- Tested conference room displays, network paths, peripherals, and **integration hubs** before high visibility meetings.
- Compared warranty repair and **replacement** options with vendors, limiting downtime for business critical users.
- Captured recurring endpoint solutions in knowledge articles, helping technicians diagnose familiar issues faster.

IT Support Technician

Midwest Office Systems 📅 October 2021 - May 2022 📍 Naperville, IL

LANGUAGES



MY CAREER



- Desktop Support Engineer II at North Loop Financial Technologies (2.7 Years)
- Desktop Support Specialist at Prairie Bridge Advisory (1.6 Years)
- IT Support Technician at Midwest Office Systems (7 Months)

Provided first line and escalated endpoint support for office users, building practical expertise in hardware, **applications**, printers, user access, imaging, ticketing, and network troubleshooting. Prepared workstations, preserved accurate records, and handled equipment movement safely across office locations.

- Diagnosed workstation failures through component checks and software validation before controlled replacement or escalation.
- Updated ticket records with symptoms, diagnostics, communications, and solutions, supporting clean technician handoffs.
- Set up workstations and peripherals with standard images, software packages, network, wireless, and VPN access.
- Supported account and group access requests under authorization procedures, verifying changes with users afterward.
- Moved equipment between offices and under desk locations, safely handling devices weighing up to 40 pounds.
- Escalated specialized repairs with clear evidence, helping senior technicians resolve difficult endpoint failures efficiently.

PROJECTS

- Executive Endpoint Readiness Program** 📅 2025
- Created a repeatable readiness workflow for executive device delivery, combining Intune configuration, imaging validation, application checks, account access, and user confirmation. Work reduced avoidable setup issues and gave support technicians clearer handoff records.
- Conference Room Reliability Review** 📅 2024
- Reviewed recurring conference room incidents across displays, peripherals, network paths, and integration hubs. Documented practical checks for pre meeting validation, faster diagnosis, and clearer customer communication during high visibility events.

LEADERSHIP & AWARDS

- Recognized by finance leadership for clear communication during high priority endpoint incidents.
- Selected by support peers as a trusted resource for recurring Mac and printer issues.
- Received manager recognition for improving ticket notes and reusable troubleshooting documentation.

EDUCATION

Associate of Applied Science in Information Technology
College of DuPage 🎓 GPA: 3.5 📅 2021 📍 Glen Ellyn, IL
Coursework: Apple Mac support, networking, hardware repair, service management

CERTIFICATIONS

- CompTIA A+ 📅 2022
- Microsoft 365 Certified: Endpoint Administrator Associate 📅 2025

TECHNICAL SKILLS

- **Endpoint Management:** Microsoft Intune, endpoint imaging, device configuration
- **Apple Support:** Apple Mac, Mac OS, macOS troubleshooting
- **Ticketing Systems:** ServiceNow, incident tracking, SLA records
- **Hardware Support:** Desktop hardware, laptop hardware, peripheral repair
- **Printer Systems:** Zebra printers, label makers, printer drivers
- **Network Connectivity:** Networking, VPN, wireless connectivity
- **User Access:** User accounts, security groups, access rights
- **Conference Rooms:** Conference room systems, displays, integration hubs
- **Productivity Applications:** Word processing, common applications, decision support tools
- **Service Practices:** Incident management, problem resolution, service procedures

PROFESSIONAL AFFILIATIONS

- CompTIA professional community participant, focused on practical endpoint support and continuing technical education.
- Microsoft technical community participant, following endpoint administration and device management practices.

ADDITIONAL INFORMATION

Work Status : Authorized to work in United States. No sponsorship required.

REFERENCES

AVAILABLE ON REQUEST