Victor Boyd

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SUMMARY

Desktop Support Technician with four years of hands on **IT support experience** across distribution, manufacturing, and enterprise user environments. Provides onsite and remote troubleshooting for **Windows 10/11**, macOS, Microsoft 365, hardware, peripherals, TCP/IP, VPN, and Wi Fi. Owns incidents and **service requests** in **ServiceNow ITSM**, from intake through documentation, routing, resolution, and closure. Deploys, images, replaces, maintains, and retires endpoints with Intune, SCCM/MECM, SOTI, Active Directory, and Azure AD. Supports RF scanners, Zebra industrial printers, shared workstations, and warehouse connectivity where reliable technology keeps receiving, picking, packing, and shipping moving. Communicates clearly with users and infrastructure teams, performs preventive checks, maintains asset records, and supports overnight operations in active distribution environments.

EXPERIENCE

Desktop Support Technician

March 2024 - Present

Carolina Fulfillment Systems

Charlotte, NC

Supports a 24 hour distribution operation through onsite and remote endpoint services, warehouse technology maintenance, ticket ownership, device lifecycle work, and escalation coordination. Protects fulfillment continuity by keeping user devices, RF equipment, printers, and connectivity available across active shifts.

- Supported distribution users with Windows, RF scanners, **Zebra printers**, **Microsoft 365**, and connectivity troubleshooting.
- Owned ServiceNow incidents through closure, documenting diagnostics, impact, remediation, assets, and escalation context.
- Deployed Windows 11 endpoints through **SCCM/MECM** and Intune, validating **Azure AD** access before station replacement.
- Maintained SOTI RF devices and inventory records, confirming wireless **connectivity** before returning scanners to warehouse teams.
- Diagnosed TCP/IP, VPN, and **Wi Fi** faults, separating local endpoint issues from infrastructure dependencies during escalation.
- Performed overnight preventive checks, reconciled assets, and serviced elevated facility cabinets under approved site procedures.

IT Support Specialist

September 2022 - February 2024

Piedmont Components Group

Gastonia, NC

Delivered endpoint and **warehouse** technology support across production offices and material movement areas. Managed ServiceNow queues, prepared devices, maintained identity access, supported printing workflows, and kept lifecycle records audit ready for operational teams.

- Supported **Windows 10/11** and macOS users with **hardware**, authentication, Microsoft 365, printing, and peripheral issues.
- Managed ServiceNow **incidents** and requests, prioritizing operational disruptions through documented user validation and closure.
- Prepared laptops and desktops with standardized imaging, identity validation, security settings, and required applications.
- Used SCCM/MECM and Intune for **software** delivery, compliance checks, inventory visibility, and replacement planning.
- Restored Zebra printers, shared printers, scanners, and connected **peripherals** used for material movement and production records.
- Updated asset inventories and technical documentation after deployments, swaps, retirements, and audit reviews.

Help Desk Technician

September 2020 - August 2022

Metro Business Technology

Charlotte, NC

Provided Level 1 remote and desk side support for business users while building practical expertise in endpoint diagnostics, account access, Microsoft 365, networking, device preparation, and ITSM documentation. Improved resolution quality through repeatable **troubleshooting** and clear user **communication**.

- Delivered **Level 1** support for Windows endpoints, **Microsoft 365**, hardware, peripherals, account access, and connectivity.
- Recorded ITSM cases with reproducible symptoms, troubleshooting evidence, resolution notes, and escalation details.
- Resolved Outlook, Teams, OneDrive, printer, workstation, **VPN**, and Wi Fi issues through structured diagnostics.
- Supported **Active Directory** account administration and endpoint setup, validating access and configuration before device issuance.
- Prepared replacement computers and peripherals, transferred approved settings, and updated inventory records through lifecycle changes.
- Documented recurring endpoint issues and reusable resolutions, applying senior technician feedback to increasingly complex cases.

PROJECTS

Warehouse Endpoint Lifecycle Program 2024

Supported a distinct device lifecycle effort for warehouse endpoints, combining inventory reconciliation, replacement staging, imaging validation, and retirement records. Work improved visibility across shared stations and operational equipment.

RF Scanner Connectivity Review 2023

Reviewed RF scanner readiness across active operations by checking SOTI records, wireless access, device condition, and replacement status. Findings supported faster restoration for material movement teams.

LEADERSHIP & AWARDS

- Recognized by distribution operations teams for dependable overnight support during time sensitive warehouse incidents.
- Selected as a trusted resource for endpoint imaging, asset records, RF scanners, and Zebra printer troubleshooting.
- Received positive user feedback for clear ticket documentation and calm communication during service interruptions.

EDUCATION

Associate of Applied Science in Information Technology 2020

Central Piedmont Community College GPA: 3.5 *Charlotte, NC*

Coursework: *Desktop Support, Networking, Operating Systems, Database Fundamentals*

CERTIFICATIONS

- CompTIA A+ 2021
- Microsoft 365 Certified: Endpoint Administrator Associate 2025

TECHNICAL SKILLS

- **Operating Systems:** Windows 10, Windows 11, macOS
- **Microsoft 365:** Outlook, Teams, OneDrive
- **Endpoint Management:** Intune, SCCM/MECM, SOTI
- **Directory Services:** Active Directory, Azure AD, user accounts
- **IT Service Management:** ServiceNow ITSM, incidents, service requests
- **Networking:** TCP/IP, VPN, Wi Fi
- **Warehouse Technology:** RF scanners, Zebra printers, shared workstations
- **Endpoint Lifecycle:** Imaging, deployment, replacement, retirement
- **Asset Management:** Inventory records, audits, device history
- **Support Delivery:** Deskside support, remote support, Level 1 support

SKILLS

- Desktop Support
- ServiceNow ITSM
- Windows 10/11
- macOS
- Microsoft 365
- Endpoint Management
- Active Directory
- Azure AD
- TCP/IP
- VPN
- Wi Fi
- RF Scanners
- Zebra Printers
- Asset Inventory
- Incident Management

PROFESSIONAL AFFILIATIONS

- IT support collaboration with warehouse operations, infrastructure teams, and end users across active distribution shifts.
- Professional involvement in endpoint management, service desk practices, asset lifecycle support, and user technology services.

LANGUAGES

- English (Native)
- Spanish (Intermediate)

ADDITIONAL INFORMATION

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

REFERENCES

AVAILABLE ON REQUEST