JOEL GARCIA

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PROFESSIONAL SUMMARY

CompTIA A+ certified IT Support Specialist with Tier 1 remote technical assistance experience across multi-tenant enterprise environments, including Active Directory, Microsoft Entra ID, Microsoft 365 Admin Center, Windows 10/11, Microsoft Intune, Fortinet/FortiClient VPN, Wi-Fi, DNS, DHCP, ConnectWise, and Striven. Applies strong technical troubleshooting, problem-solving, and customer service skills to document and track Helpdesk tickets through resolution, with proven reliability across 24/7 high-accountability operations.

TECHNICAL SKILLS

Identity & Cloud Administration: Active Directory, Microsoft Entra ID (Azure AD), Microsoft 365 Admin Center (Exchange, Teams, OneDrive, SharePoint), Multi-Factor Authentication (MFA), Bitwarden Enterprise.

Endpoint & Device Management: Microsoft Intune (MDM/MAM device policies & app deployments), Windows 10/11, macOS & mobile device support (iOS/Android), peripheral & network printer configuration.

Ticketing, RMM & Support Operations: ConnectWise, Jira Service Management, Striven, SLA compliance, Helpdesk ticket lifecycle tracking, shift handover documentation, asset inventory.

Networking & Remote Connectivity: Fortinet / FortiClient VPN, Wi-Fi diagnostics, TCP/IP, DNS, DHCP resolution, remote technical assistance.

Hardware & Systems Infrastructure: Proxmox VE virtualization, Docker, Linux (Ubuntu), PC/server hardware diagnostics, component teardown, hot-swap drive maintenance.

PROFESSIONAL EXPERIENCE

IT Support Specialist (Remote) | Miles IT **July 2026 – September 2026**

- Provided Tier 1 remote technical assistance across multi-tenant enterprise environments, managing incident lifecycles, prioritization, ticket documentation, and escalations via ConnectWise and Striven.
- Documented and tracked Helpdesk tickets through resolution, authoring detailed diagnostic notes and shift handover reports to maintain strict SLA adherence.
- Administered user onboarding, offboarding, and access lifecycles in Active Directory, Microsoft Entra ID, and Microsoft 365 Admin Center.
- Monitored and maintained Windows 10/11 endpoint health, mobile/peripheral devices, and compliance policies utilizing Microsoft Intune.
- Troubleshot remote user access and network connectivity issues involving Fortinet / FortiClient VPN, local Wi-Fi, DNS, and DHCP configurations.
- Enforced credential security, MFA verification, and secure internal password management protocols using Bitwarden.

Front Desk Associate / Security Operations | Bal Harbour Towers | Bal Harbour, FL **May 2019 – Present**

- Delivered calm, responsive, and discreet communication as the primary point of contact for residents, vendors, and executive personnel, providing phone-based support and high-touch customer service.
- Accurately logged facility incidents, maintenance work orders, and technical events, mirroring enterprise Helpdesk ticketing standards.
- Managed physical access control systems and identity verification, maintaining compliance with security protocols across evening and overnight shifts.

Unarmed Security Guard | Various Gated Communities **November 2017 – March 2019**

- Monitored automated security access gates and logged visitor identity records in centralized database systems.

Supervisor | Villa Vizcaya Community **November 2015 – June 2018**

- Supervised on-site personnel across scheduled shifts, trained staff on incident reporting protocols, and escalated critical facility issues.

TECHNICAL PROJECTS & INDEPENDENT EXPERIENCE

Advanced Server Administration & Virtualization | Self-Hosted Lab Environment

- Configured and maintained a multi-VM virtualization homelab leveraging Proxmox VE for testing enterprise topologies and network permissions.
- Deployed containerized services using Docker and CasaOS, managing port configurations, bridge networks, and storage arrays.
- Maintained system reliability, automated backup routines, and resolved local network routing, DNS, and subnet configurations.

Independent Hardware Diagnostics & Repair | Freelance / Self-Employed

- Diagnosed and repaired hardware, firmware, and component issues across laptops, desktop systems, and handheld devices.
- Conducted component replacements (storage drives, RAM modules, display panels) and OS reinstalls with complete data preservation.

EDUCATION & CERTIFICATIONS

- **CompTIA A+ Certified:** Validated foundational expertise in hardware, operating systems, networking, and security.
- **Network+ Preparation:** ACI Learning (Ongoing coursework).
- **CS50: Introduction to Computer Science:** Harvard edX.
- **Associate in General Education:** June 2010 – July 2011.