

ELVIS SOSA

Spring Hill, TN

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PROFESSIONAL SUMMARY

Enterprise IT Support Specialist with 4+ years of experience supporting Microsoft enterprise environments across manufacturing, healthcare, and professional services. Experienced in Microsoft 365, Microsoft Entra ID, Exchange Online, Active Directory, Windows administration, Citrix, identity management, endpoint deployment, and enterprise desktop support. Skilled in administering Microsoft 365 tenant environments, supporting cloud-based identity services, troubleshooting authentication and network connectivity issues, and delivering exceptional end-user support across multiple client environments. Recognized for quickly adapting to new technologies, collaborating on Microsoft cloud initiatives, and providing secure, customer-focused IT solutions. Fluent in English and Spanish.

CORE COMPETENCIES

- Microsoft 365 Administration
- Microsoft Entra ID (Azure AD)
- Exchange Online Administration
- Active Directory Administration
- Identity & Access Management
- User Provisioning & Deprovisioning
- Microsoft 365 Licensing
- Multi-Factor Authentication (MFA)
- Windows 10/11 Administration
- Enterprise Desktop Support
- Endpoint Deployment
- Operating System Imaging
- Technical Troubleshooting
- Citrix Workspace
- DNS & Network Connectivity
- SSL VPN Support
- Azure Portal

- Technical Documentation

TECHNICAL SKILLS

Microsoft Technologies: Microsoft 365, Microsoft Entra ID (Azure AD), Exchange Online, Outlook, Microsoft Teams, SharePoint Online, OneDrive, Azure Portal

Operating Systems: Windows 10/11, Windows Server

Identity & Messaging: Active Directory, Exchange Online, User Provisioning, License Administration, Shared Mailboxes, Distribution Groups, Mail Flow Troubleshooting, Message Trace, MFA, SSPR

Endpoint Support: Desktop Deployment, Windows Imaging, Hardware & Software Troubleshooting, Printer Administration, Mobile Device Support, Conference Room Technology

Networking: TCP/IP, DNS, DHCP, SSL VPN, LAN/WAN, Network Connectivity Troubleshooting, Structured Cabling

Tools: Microsoft 365 Admin Center, TrackIT, Citrix Workspace, Remote Desktop

PROFESSIONAL EXPERIENCE

IT Support Technician (Contract) | **Private Check Printing Company** | *Jan. 2025 – Present*

- Provide Tier 1 desktop support for approximately **25–50 users** within a manufacturing environment, resolving Windows, hardware, software, printer, and network-related issues.
- Support specialized commercial check-printing equipment by diagnosing hardware and software issues to minimize production downtime.
- Install, configure, and maintain Windows workstations, peripherals, and production devices while ensuring reliable day-to-day operations.
- Perform preventative maintenance, workstation configuration, hardware replacement, software installation, and endpoint support.
- Troubleshoot desktop, application, printing, and network connectivity issues while escalating infrastructure concerns when appropriate.

Support Specialist | Verentra Technologies | *Nov. 2024 – Present*

- Deliver Tier 1 and Tier 2 technical support across multiple Microsoft 365 client environments, resolving Windows, Microsoft 365, Microsoft Entra ID, Exchange Online, networking, and endpoint-related issues.
- Administer Microsoft Entra ID by provisioning and deprovisioning user accounts, assigning Microsoft 365 licenses, managing group memberships, configuring administrative roles, supporting guest accounts, and troubleshooting identity and authentication issues.
- Perform Exchange Online administration, including shared mailbox management, mailbox permissions, distribution groups, aliases, mail forwarding, mailbox conversions, message tracing, and mail flow troubleshooting.
- Support Microsoft 365 tenant administration by managing user accounts, authentication services, OneDrive, SharePoint permissions, and Microsoft cloud collaboration tools.
- Utilize the Azure Portal to support Microsoft cloud identity services, Azure App Registrations, and cloud-based tenant administration while collaborating with senior engineers on Microsoft cloud initiatives.
- Troubleshoot DNS, SSL VPN, Microsoft 365, and network connectivity issues to restore secure access across multiple client environments.
- Support Multi-Factor Authentication (MFA) implementations by enrolling users, resetting authentication methods, removing legacy authentication methods, validating secure sign-in, troubleshooting authentication issues, and maintaining deployment documentation.
- Document technical procedures, client environments, and support resolutions while collaborating on Microsoft cloud administration and client technology projects.

IT Help Desk Technician | Prinova USA | *Nov. 2023 – Nov. 2024*

- Delivered Tier 1 enterprise IT support for more than **200 end users** within a global manufacturing environment, resolving hardware, software, Microsoft 365, Citrix, networking, and endpoint-related issues through the TrackIT ticketing system.
- Administered Active Directory by performing password resets, account unlocks, temporary password assignments, and supporting user account lifecycle activities.
- Coordinated end-user onboarding by imaging Windows workstations, joining devices to the domain, installing Microsoft 365 applications, configuring user workstations, and providing first-day technology orientation.

- Supported Citrix Workspace by assisting users with virtual desktop connectivity, application access, software installation, and authentication troubleshooting.
- Installed, configured, and maintained Windows desktops, laptops, mobile devices, conference room technology, and Canon, Brother, Lexmark, and label printers while minimizing operational downtime.
- Supported enterprise hardware refresh initiatives by preparing, deploying, configuring, and replacing Windows desktops and laptops while minimizing disruption to business operations.
- Assisted with the expansion of office infrastructure by collaborating on structured cabling, cable toning, endpoint deployment, workstation setup, and network connectivity validation for a new office workspace.
- Collaborated with the Network Administrator on infrastructure initiatives, endpoint deployments, and process improvement projects while maintaining technical documentation and IT inventory.

Service Desk Analyst

HCTec Partners

Nov. 2022 – April 2023

- Delivered remote Tier 1 technical support to healthcare organizations through phone, email, and chat while resolving hardware, software, Windows, and network connectivity issues.
- Created user accounts, documented incidents, and escalated complex technical issues while maintaining excellent customer service.
- Diagnosed Microsoft Office, Windows, and remote access issues while supporting a fast-paced enterprise service desk environment.
- Maintained accurate ticket documentation to ensure timely issue resolution and knowledge sharing.

Junior IT Coordinator

Foundation Title

Sept. 2021 – March 2022

- Supported Active Directory and Microsoft Exchange administration by maintaining user accounts, password resets, and mailbox management.
- Provided desktop support for Windows workstations, printers, LAN/WAN connectivity, and office technology.
- Coordinated workstation deployments, IT equipment procurement, technical documentation, and end-user training.

- Assisted with daily IT operations and technology upgrades to support business continuity.

EDUCATION

Bachelor of Science in Information Technology

Trevecca Nazarene University

LANGUAGES

- English (Bilingual)
- Spanish (Bilingual)