Marcus Delgado

IT SUPPORT TECHNICIAN

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Summary

IT Support Technician with 2 years on the in-house IT team of a 9-clinic medical group, after 2 years of part-time computer repair. Handles daily troubleshooting for Windows laptops, printers, Microsoft 365 and Outlook, and manages Active Directory accounts for 400 users. CompTIA A+ certified, with an associate degree in information technology.

Skills

- Troubleshooting
- Microsoft 365
- Active Directory
- Windows
- Outlook
- DNS
- DHCP
- Networking
- Excel
- Customer Service

Experience

IT Support Technician 07/2024 - Present

Sonoran Ridge Medical Group Phoenix, AZ

Two-person IT team supporting 9 clinics and a billing office.

- Resolve about **45** tickets a week for 400 users by phone, remote session and desk visit, closing 82% on first contact.
- Manage Active Directory accounts, password resets and group access, finishing new-hire setups within 1 business day.
- Diagnose clinic network drops by checking DHCP leases and DNS records on workstations, usually in under an hour.
- Deploy 120 Windows 11 laptops in a refresh, imaging each and moving user files and Outlook profiles with no lost data.

Computer Repair Technician (Part-Time) 06/2022 - 06/2024

Desert Byte Computer Repair Tempe, AZ

Neighborhood repair shop serving home and small-business customers.

- Repaired 15-20 laptops and desktops a week, replacing drives, RAM and screens and reinstalling Windows.
- Delivered customer service at the front counter, quoting repairs and earning a 4.8-star average review score.
- Configured home Wi-Fi networking and printers on 60+ on-site visits for small offices and families.
- Logged parts and labor for every job in an Excel tracker the owner used for monthly ordering.

Education

Associate of Applied Science 05/2024

GateWay Community College Phoenix, AZ

Information Technology

Certificates

CompTIA A+

CompTIA

04/2024