



Caleb Young

 Saint Paul, MN 55101

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PROFESSIONAL SUMMARY

Skilled IT professional with broad base of experience in technical support and operations. Resolves problems quickly, delivering high levels of customer satisfaction. Excellent knowledge of IT technical support, Onboarding/Off Boarding, Active Directory, O365 EAD/EAC environments, WAN/LAN, and desktop support.

SKILLS

- 13 years of experience supporting IT desktop equipment, hardware, software, and peripherals
- Interpersonal, written, and oral skills via ticketing systems
- Incident and knowledge documentation
- Security+ & Network + certifications
- O365 & Azure
- VPN and multi factor authentication
- Remote support tools
- Active directory

WORK HISTORY

Desktop Support ITS3

03/2026 to 07/2026

Robert Half | Phoenix, AZ

- Troubleshooting multiple problem tickets including Windows OS, Android OS, iOS, hardware, software, peripherals, O365, web browsers, printers/print management, and networking (TCP/IP, switches, cabling, WiFi)
- Remotely diagnosed and resolved issues using remote tools like Bomgar and Teams.
- Supported Active Directory and User Administration within all the state agencies belonging to the enterprise service desk.
- Helped build documentation for standardized communications.
- Used Zendesk to field all tickets
- Hands on with setting up multiple worksite trailers with ISP, Firewall, Switch, Wireless Access Points, and Printers.

Desktop Support ITS3

01/2022 to 3/2026

MNIT | ST PAUL, MN

- Troubleshooting multiple problem tickets including Windows OS, Android OS, iOS, hardware, software, peripherals, O365, web browsers, printers/print management, and networking (TCP/IP, switches, cabling, WiFi)
- Specialized in telecommunications and VIOP technologies, Cisco desk phones, Jabber and Teams softphones.
- Remotely diagnosed and resolved issues using remote tools like Bomgar and Teams.
- Supported Active Directory and User Administration within all the state agencies belonging to the enterprise service desk.
- Helped build documentation for standardized communications.
- Used Remedy on demand to field all tickets
- Used SCCM to push out installation packages.

SYSTEM ADMINISTRATOR

02/2021 to 01/2022

Thriveon | Minneapolis, MN

- Sole POC for all systems and network/LAN/WAN (TCP/IP, switches, firewalls, WiFi, cabling) issues at the Minneapolis office.
- Supported issues with Microsoft Office, MAC/Windows OS, Remote Access, VPN and Mobile Devices, Android OS, iOS, Office 365, and multi factor authentication.
- Created a documentation wiki for all infrastructure, software, and standardize procedures via Atlassian software.
- Remotely and in person diagnosed and resolved issues utilizing Zendesk ticketing system for clear and concise communications and TeamViewer remote tools.
- Responsible for printers, printer setup, print management, Active Directory, AD permissions, and OU structure issues.

SYSTEM ADMINISTRATOR

02/2020 to 01/2021

MentorMate | Minneapolis, MN

- Sole POC for all systems and network/LAN/WAN (TCP/IP, switches, firewalls, WiFi, cabling) issues at the Minneapolis office.
- Supported issues with Microsoft Office, MAC/Windows OS, Remote Access, VPN and Mobile Devices, Android OS, iOS, Office 365, and multi factor authentication.
- Created a documentation wiki for all infrastructure, software, and standardize procedures via Atlassian software.
- Remotely and in person diagnosed and resolved issues utilizing Zendesk ticketing system for clear and concise communications and TeamViewer remote tools.
- Responsible for printers, printer setup, print management, Active Directory, AD permissions, and OU structure issues.
- Imaged and configured new desktops, laptops, mobile devices, and peripherals along with software and client specific settings, using JAMF, and WDS server (similar to SCCM). I also used these tools to help patch variabilities and push out regular updates.
- Utilized Apple App Store and Android Google Play Store to get access to MDM tools for end users like company portal and token apps for MFA and VPN.

THRIVEON ADMIN

07/2019 to 02/2020

Thriveon | New Ulm, MN

- Onsite support for system and networking (LAN/WAN) within the Twin Cities.
- Supported 32+ small to medium sized businesses utilizing clear and concise communications via the ConnectWise ticketing system along with ConnectWise Control for remote access support.
- Troubleshooting multiple problem tickets including Windows OS, Android OS, iOS, hardware, software, peripherals, O365, web browsers, printers/print management, and networking (TCP/IP, switches, cabling, WiFi)
- Imaged and configured new desktops, laptops, mobile devices, and peripherals along with software and client specific settings, using JAMF, and WDS server (similar to SCCM). I also used these tools to help patch variabilities and push out regular updates.

ENTERPRISE SOLUTIONS TECHNICIAN

01/2018 to 07/2019

Infracore | San Diego, CA

- Standard Duties for this role, more information provided as needed.

SENIOR DESKTOP SUPPORT

02/2016 to 01/2018

Turtle Beach | San Diego, CA

- Standard Duties for this role, more information provided as needed.

SERVICE DESK ANALYST

10/2013 to 02/2016

Realty Income | San Diego, CA

- Standard Duties for this role, more information provided as needed.

SERVICE DESK TECHNICIAN

06/2013 to 10/2013

Robert Half/ TCF Bank | Minneapolis, MN

- Standard Duties for this role, more information provided as needed.

TECHNICAL SUPPORT AGENT

04/2011 to 06/2013

University of Minnesota Supercomputing Institute | Minneapolis, MN

- Standard Duties for this role, more information provided as needed.

EDUCATION

Bachelor of Arts | Communications

05/2013

University of Minnesota - Twin Cities, Minneapolis, MN