

Brooke McCoy

CompTIA A+ Certified IT Support Technician

PROFESSIONAL SUMMARY

CompTIA A+ certified IT Support Technician with 4+ years of experience supporting enterprise Windows, macOS, Microsoft 365, Active Directory, networking, and endpoint management environments. Experienced providing Tier 1/Tier 2 technical support for over 1,500 end users across educational and managed service provider (MSP) environments. Skilled in Active Directory administration, Microsoft 365 user management, Group Policy, Windows Server, Datto RMM, Jamf Pro, patch management, endpoint security, software deployment, VPN configuration, and network troubleshooting. Recognized for delivering exceptional customer service, creating technical documentation, and communicating complex technical concepts to users of all technical backgrounds. Currently pursuing a Bachelor of Science in Computer Science while expanding expertise in Microsoft Entra ID, Microsoft Intune, Azure, and hybrid cloud administration.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server 2019, macOS

Microsoft Technologies: Microsoft 365, Active Directory, Group Policy (GPO), SharePoint, Microsoft Office, Exchange Online (user administration), Microsoft Teams, OneDrive, Microsoft Entra ID (training), Microsoft Intune (training), Azure Fundamentals (training)

Endpoint Management: Datto RMM, Jamf Pro, Patch Management, Software Deployment, Device Imaging, Endpoint Configuration, Asset Management

Networking: Cisco, UniFi, TCP/IP, DNS, DHCP, VPN Configuration, Network Drive Mapping, Wireless Networking

Security: SentinelOne, Endpoint Protection, User Account Administration, Security Permissions

Ticketing & Documentation: Zoho Desk, Technical Documentation, SOP Development, Knowledge Base Creation

PROFESSIONAL EXPERIENCE

Berean Christian High School | IT Support Technician

August 2024 – Present

- Provide Tier 1 and Tier 2 technical support for **500+ faculty, staff, and students** across approximately **450 managed Windows and macOS devices**.
- Administer Active Directory by creating user accounts, security groups, permissions, password resets, account provisioning, and Microsoft 365 licensing.
- Configure and manage Group Policy Objects (GPOs), including enforcing Windows Updates, organizational security settings, and user policies.
- Support Windows 10/11, Windows Server 2019, macOS, Microsoft 365 applications, printers, peripherals, and network connectivity.
- Deploy operating systems, business applications, software updates, and new endpoint devices.
- Administer Jamf Pro MDM by deploying applications, enforcing security restrictions, configuring devices, and maintaining Apple endpoint compliance.
- Configure VPN access, map network drives, troubleshoot connectivity issues, and maintain UniFi wireless access points and network switches.
- Develop and maintain SharePoint documentation, SOPs, knowledge base articles, and troubleshooting guides to improve help desk efficiency and knowledge sharing.
- Coordinate with vendors and third-party service providers to troubleshoot hardware, software, and infrastructure issues.
- Communicate technical concepts clearly to users with varying technical backgrounds while consistently delivering exceptional customer service.

Pacific Bay Technologies | IT Support Intern

2022 – 2024

- Provided remote and onsite technical support for **50+ business clients supporting approximately 1,000 end users** in a managed service provider (MSP) environment.
- Utilized Datto RMM to deploy Windows patches, operating system upgrades, software deployments, compliance checks, scheduled maintenance, and system reporting.
- Used Datto Web Remote to troubleshoot Windows workstations and resolve technical issues remotely.
- Administered Active Directory by creating user accounts, assigning permissions, resetting passwords, and managing group memberships.
- Configured client VPN connections, mapped network drives, and supported Microsoft Outlook and Microsoft Office applications.
- Monitored SentinelOne endpoint protection alerts, investigated detections, and validated true versus false positives.
- Assisted with deployment, configuration, monitoring, and troubleshooting of Cisco and UniFi switches and wireless access points.
- Maintained detailed technical documentation, service records, and customer communications using Zoho Desk.

- Collaborated with clients to resolve hardware, software, networking, and endpoint issues while maintaining excellent customer satisfaction.
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EDUCATION

Bachelor of Science in Computer Science *2023- 2027*

Western Governors University

CERTIFICATIONS

- CompTIA A+
- Currently pursuing Microsoft Azure, Microsoft Entra ID, Microsoft Intune, and Microsoft 365 certifications.