

Christy Marquez

Service Desk Analyst II

IT Support | Windows | Microsoft 365 | Active Directory | Entra ID | Intune

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PROFESSIONAL SUMMARY

IT Support professional with extensive experience in enterprise technical support and Tier 2 troubleshooting. Experienced with Windows, Microsoft 365, Active Directory, Entra ID, Intune, endpoint support, VPN connectivity, identity and access issues, and enterprise applications.

Hands-on experience building virtual lab environments with Active Directory and Windows and currently expanding skills in Windows Server, PowerShell, networking, and virtualization. Bilingual in English and German with strong troubleshooting, analytical, communication, and problem-solving skills. Currently developing a gamified IT learning platform for aspiring System and Network Administrators 401ops.com.

TECHNICAL SKILLS

Operating Systems: Windows 10/11, Windows Server, Linux, macOS, Android, iOS

Microsoft & Identity: Microsoft 365, Active Directory, Microsoft Entra ID/Azure AD, Intune, Microsoft Defender, IGA, PAM

IT Support: ServiceNow, Bomgar, Citrix, Remote Desktop Support, Hardware/Software Troubleshooting, Incident Management

Networking: VPN, Palo Alto GlobalProtect, Network Connectivity Troubleshooting, TCP/IP, DNS, DHCP fundamentals

Applications: SAP, Salesforce, Oracle, SharePoint, Tungsten, Agile

Communication: Microsoft Teams, Talkdesk, Genesys, Avaya, Google Meet

Developing: PowerShell, Python, Windows Server Administration, Active Directory Administration

PROFESSIONAL EXPERIENCE

CAI, Inc. — Remote, USA

Service Desk IT Support Analyst II | January 2025 – Present

- Resolve approximately 50 technical support requests per day, including hardware, software, operating system, application, account access, and connectivity issues.
- Maintain a 98.8% Call/Contact/Tracking Quality score, with an average 8-minute handle time and approximately 5-second average speed to answer.
- Troubleshoot Windows, Linux, and macOS environments, including hardware installation, software configuration, application issues, and operating-system problems.
- Support Microsoft 365, Active Directory, Microsoft Entra ID, Intune, Defender, Citrix, and enterprise applications.
- Troubleshoot user authentication, account access, permissions, VPN, and connectivity issues using enterprise IT and identity-management tools.
- Manage and document incidents and service requests in ServiceNow, following established IT service management and escalation procedures.
- Provide remote support using Bomgar and enterprise knowledge bases to diagnose and resolve technical issues.
- Collaborate with internal IT teams to escalate complex infrastructure, security, application, and access issues.
- Provide technical support in both English and German.

Technologies: ServiceNow, Windows, Linux, macOS, Microsoft 365, Active Directory, Entra ID, Intune, Defender, Citrix, Palo Alto GlobalProtect, Bomgar, SharePoint, Oracle, IGA, PAM

IDEXX Laboratories — Kornwestheim, Germany

Tier 2 Technical Support Consultant | June 2019 – October 2024

- Provided Tier 2 technical support for diagnostic laboratory systems, troubleshooting hardware, software, connectivity, application, and system-related issues.
- Troubleshoot connectivity between laboratory instruments, software applications, and supporting systems.
- Supported B2B customers in German and English, primarily through inbound technical support.
- Assisted with customer and employee onboarding, technical training, and coaching.
- Collaborated with Sales Support and internal teams to resolve complex technical and customer issues.

Technologies: Windows, Salesforce, SAP, Genesys, Laboratory Diagnostic Systems, Custom Practice Management Software, Machine Analytics Tools

HANDS-ON IT PROJECTS → bippitybits.com + github.com/ChrisLearningCode2?tab=repositories + 401ops.com

Active Directory & Windows Administration Lab

Developing a gamified IT learning platform with Next.js, FastAPI, and PostgreSQL Project in React

Simple Password Generator in Python Project

EDUCATION & PROFESSIONAL DEVELOPMENT

U.S. Military School System — Karlsruhe, Germany

High School Diploma | 1990

Trade School for Horticulture & Agriculture — Germany

Certified Horticulture Specialist — Tree Nursery & Forest Management

Professional Development:

PowerShell/BASH — Currently Learning | Python — Currently Learning | React — Using this to develop a platform

LANGUAGES

English: Fluent | German: Fluent