

Christy Marquez

Service Desk Analyst II

Junior Systems Administrator | 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. Currently resolving approximately **50 technical requests per day** while maintaining a **98.8% quality score** in a high-volume enterprise environment. 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. Seeking a **Junior Systems Administrator** position to build on my enterprise IT support experience and grow into systems administration.

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.
- Used structured troubleshooting and analytical methods to identify root causes and restore system functionality while minimizing downtime.
- 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.
- Documented technical issues, troubleshooting steps, and resolutions while following established support and escalation procedures.
- Collaborated with Sales Support and internal teams to resolve complex technical and customer issues.
- Coordinated spare-parts requests and shipments to support equipment maintenance and system availability.

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

TNT Worldwide — Korntal-Münchingen, Germany

Service & Quality Assurance Agent | April 1997 – June 2019

- Analyzed operational reports and data to identify trends, investigate recurring issues, and improve internal procedures.
 - Managed cases from initial investigation through resolution, maintaining detailed documentation and escalating complex issues when necessary.
 - Collaborated with management and internal departments to identify process improvements and resolve service-related issues.
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HANDS-ON IT PROJECTS -> bippitybits.com + github.com/ChrisLearningCode2?tab=repositories

Active Directory & Windows Administration Lab

Built an IT Knowledge Base with Next.js, FastAPI, and PostgreSQL Project

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:

CompTIA N+ — In Progress | PowerShell/BASH — Currently Learning | Python — Currently Learning

LANGUAGES

English: Fluent | **German:** Fluent