

JEFFREY HELLMERS

IT SUPPORT SPECIALIST

Help Desk Technician | Service Desk Analyst | Desktop Support | Technical Support

Houma, LA - Open to Remote Opportunities | (228) 342-2123 | jmhellme@yahoo.com

B.S. Information Systems | CompTIA A+ | Security+ | Project+

REMOTE READY
IT SUPPORT

PROFESSIONAL SUMMARY

IT Support Specialist with 6 years of professional experience providing Tier I and Tier II technical support across manufacturing, healthcare, government, and energy organizations. Experienced with Active Directory, Windows Server, Microsoft 365, Exchange, Windows XP through Windows 11, workstation deployment, imaging, hardware upgrades, networking, and remote support using RDP, TeamViewer, and AnyDesk.

CORE TECHNICAL SKILLS

- Active Directory | Windows Server | Microsoft 365 | Microsoft Exchange
- Windows XP | Windows 7 | Windows 10 | Windows 11
- Remote Desktop (RDP) | TeamViewer | AnyDesk
- Desktop & Laptop Support | Printers | Barcode/Label Printers | Scanners
- Windows Installation | Bootable USB Deployment | Imaging | Hardware Upgrades
- TCP/IP | DNS | DHCP | VPN | LAN/WAN | Remedy | Cherwell | Asset Tiger | SLA Compliance

PROFESSIONAL EXPERIENCE

Jindal Tubular

Nov 2022 - Jul 2024

IT Support Specialist

- Delivered Tier I/Tier II support for desktops, laptops, printers, mobile devices, phones, and network equipment.
- Managed Active Directory accounts, password resets, permissions, and IP assignments.
- Resolved Windows, Microsoft 365, hardware, software, printer, and connectivity issues.
- Provided remote support using RDP, TeamViewer, and AnyDesk.
- Maintained IT assets using Asset Tiger and provided after-hours support.

JenCare

Mar 2014 - Jun 2014

IT Support Manager

- Supported four healthcare facilities.
- Performed workstation encryption and Active Directory migrations.
- Managed incidents using Cherwell while maintaining high issue resolution.

REMOTE SUPPORT VALUE

Clear communicator experienced supporting distributed users, owning tickets, documenting work, meeting SLA expectations, and providing dependable after-hours technical coverage.

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PROFESSIONAL EXPERIENCE - CONTINUED

Dan Source

Jul 2013 - Mar 2014

Service Desk Technician

- Supported approximately 84,000 Marine Forces Reserve personnel and civilian users.
- Resolved Active Directory, Windows, VPN, printer, and software issues.
- Managed Remedy tickets while meeting SLA expectations.

Shamrock Energy Solutions

Nov 2010 - Jul 2013

IT Technician

- Supported more than 300 users.
- Built, imaged, and deployed Windows workstations.
- Installed Windows using bootable media.
- Performed RAM and hard drive upgrades.
- Supported Active Directory and Exchange.
- Saved over \$50,000 through equipment refurbishment.

EDUCATION

Bachelor of Science in Information Systems

University of New Orleans

CERTIFICATIONS

- CompTIA A+
- CompTIA Security+
- CompTIA Project+
- CIW Web Foundations
- CIW JavaScript

TECHNICAL FOCUS

Remote troubleshooting | Account administration | Endpoint deployment | Network support