

# Justin Bartasius

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Seeking a career in the field of Information Technology while continuing to expand my skills and expertise of Network & Systems administration. Enthusiastic IT engineer eager to contribute to team success through hard work and attention to detail.

## Professional Experience

**Network It Easy Inc./Help Desk Supervisor:** **12/2019 - 02/2024**

Help Desk supervisor supporting a customer base that includes hundreds of servers and thousands of PCs, supporting cloud and on-premises environments.

Perform white glove remote troubleshooting through diagnostic techniques and pertinent questions.

Served as an escalation point for tier 1 troubleshooting efforts.

Determine the best solution based on the issue and details provided by customer(s)

Record events, problems, resolutions and update customer status and information in PSA (autotask)

Performed projects within the scope of the team including cloud migrations, hardware refresh, network installations, & disaster recovery.

Configured/managed PC and application deployments via RMM & Microsoft Intune.

Responsible for system administration including Server migrations as well as disaster recovery install/setup.

**N+2/Netrix LLC/Tier 1 Cloud & Carrier Services Network Engineer** **02/2014-05/2019**

Provided on-site support and execution of network changes.

Co-ordinate required outages and site visits.

Provisioned hardware & managed company inventory for new client sites and coordinated installation of Netrix provided equipment.

Provided 1st line of support for client IT issues.

Provided support for End user, Network, Security, Telephony & AV

Data center staff providing off-hours environmental checks/coordination of maintenance, Hands-on services, riser management work and facility access control.

## EDUCATION

06/2011- 12/2014

Associate of Science: General Studies

Moraine Valley Community College - Palos Hills, IL

## SKILLS:

Azure, Microsoft 365, Intune, Autopilot, Cisco IOS, Routers, Firewalls, Switches, Domain Controllers, Device/User onboarding and offboarding, Rack usage, Riser Management, Troubleshooting, CompTia Network +, Systems Administration, Migrations