Carlos Vega Junior IT Support Specialist

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PROFILE SUMMARY

- **Junior IT Support Specialist** with **2 years** on the service desk at **JetBlue's Long Island City support center**, after **3 years of customer care** at T-Mobile fixing phones and home internet.
- Hands-on with ticketing (**ServiceNow**), device setup (**Microsoft Intune**, Windows Autopilot), accounts (**Active Directory**, Entra ID), **Microsoft 365** and remote support (BeyondTrust).
- Strongest at **tier 1 troubleshooting** on Windows 11 and Microsoft 365, **password and MFA requests** and **clear ticket notes**, and learning **PowerShell** by scripting small account tasks with a senior reviewing them.
- Works with **senior support specialists**, the **identity team** and **HR**, covering the weekly **new-hire laptop sessions** and the walk-up desk on rotation.
- Holds **CompTIA A+** and the **Google IT Support Certificate**, writes up the fixes he repeats most as KB articles, and shows new tier 1 hires around the queue.

TECHNICAL SKILLS

Ticketing & ITSM:	ServiceNow (incidents and requests), ITIL 4 Foundation basics
Operating Systems:	Windows 11, macOS (basic), iOS
Endpoint Management & MDM:	Microsoft Intune, Windows Autopilot, BitLocker recovery
Identity & Access Tools:	Active Directory, Microsoft Entra ID, MFA resets
Productivity & Collaboration:	Microsoft 365, Outlook, Microsoft Teams, OneDrive
Networking & Remote Support:	TCP/IP basics, DNS, Wi-Fi, Cisco Secure Client VPN, BeyondTrust
Security & Scripting:	PowerShell (learning), phishing reports, KnowBe4

EDUCATION

LaGuardia Community College (CUNY) **A.A.S. in Network Administration and Information Security** Long Island City, NY · Sep 2019 to Jun 2021

WORK EXPERIENCE

JetBlue Airways **Junior IT Support Specialist** Long Island City, NY · Oct 2024 to Present

- Close about 45 ServiceNow tickets a week for support center crewmembers on Windows 11 laptops, Outlook, Teams and VPN problems, keeping P3 tickets inside their SLA **96%** of the time.
- Reset passwords and re-register MFA in Active Directory and Entra ID only after a callback identity check, and helped cut lockout tickets by **30%** after self-service reset went live.
- Set up **140 Windows 11 laptops** through Windows Autopilot and Intune in the 2025 refresh, checking BitLocker and core apps before each handoff at the weekly new-hire sessions.
- Swap docks, monitors and headsets at the walk-up desk and send failed laptops back under Dell warranty, closing **9 in 10** hardware tickets the same day.
- Wrote **14 knowledge base articles** on lockouts, MFA on a new phone and Teams audio problems, which tier 1 now links in its ticket notes every day.

T-Mobile **Customer Care Representative** New York, NY (remote) · Jun 2021 to Sep 2024

- Took 50 to 70 calls a day on billing, phone setup and home internet, walking customers through Wi-Fi and gateway fixes and holding a **4.7 out of 5** survey score.
- Moved up to the device support team after solving pairing, eSIM and hotspot problems without a transfer on **78%** of calls.
- Coached **5 new reps** through their first month on the phones, sharing call notes and a step-by-step way to calm down upset callers.