Henrik Christensen Lead IT Support Specialist

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PROFILE SUMMARY

- **Lead IT Support Specialist** with **11 years** in **manufacturing and medical device IT**, leading a shift on the **St. Paul campus service desk** that supports **about 9,000 people** in offices and labs.
- Hands-on with ticketing (**ServiceNow**), devices (**Microsoft Intune**, **Jamf Pro**), identity (Entra ID, Okta), meeting rooms (**Microsoft Teams Rooms**) and scripting (PowerShell).
- Deep expertise in **SLA and queue design**, **major incident updates** and **problem reviews on repeat tickets**, using ITIL 4 and Knowledge-Centered Service to **shrink whole ticket categories**.
- Works with the **endpoint engineering, identity and security teams** and **site leaders at 4 Minnesota plants** in monthly service reviews, refresh planning and outage calls.
- Leads a **shift of 9 technicians**, trains every new tier 1 hire, runs the **monthly knowledge base review**, and sits on the hiring panel for service desk roles.

TECHNICAL SKILLS

Ticketing & ITSM:	ServiceNow (ITSM, Knowledge, Performance Analytics), ITIL 4, KCS
Operating Systems:	Windows 11, macOS, iOS, Android
Endpoint Management & MDM:	Microsoft Intune, Windows Autopilot, Jamf Pro, Apple Business Manager, BitLocker, FileVault
Identity & Access Tools:	Active Directory, Microsoft Entra ID, Okta, Windows LAPS
Productivity & Collaboration:	Microsoft 365, Microsoft Teams, Microsoft Teams Rooms, SharePoint
Networking & Remote Support:	TCP/IP, DNS, DHCP, Wi-Fi, GlobalProtect VPN, TeamViewer
Security & Scripting:	PowerShell, MFA and passkeys, CrowdStrike Falcon, Microsoft Graph PowerShell

EDUCATION

University of Minnesota Twin Cities — **B.S.B. in Management Information Systems** — Minneapolis, MN · Sep 2011 to May 2015

WORK EXPERIENCE

3M — **Lead IT Support Specialist** — St. Paul, MN · Apr 2020 to Present

- Rebuilt the campus desk's ServiceNow assignment rules and SLA dashboards, taking P2 tickets resolved inside SLA from 84% to **96%** on a queue of about 4,000 tickets a month.
- Trained a shift of 9 technicians on tier 2 troubleshooting and clean escalations to endpoint and network teams, raising first contact resolution from 64% to **77%**.
- Led the desk's part of the Windows 11 upgrade with Intune and weekend upgrade clinics, getting **7,800 laptops** moved before Windows 10 support ended in October 2025.
- Ran problem reviews on the 10 most common repeat tickets and turned the fixes into KB articles and portal forms, cutting monthly password and printer tickets by **37%**.
- Raised the desk's CSAT from 4.3 to **4.7 out of 5** by calling back every low score the same day and sending plain-language updates during major incidents.

Medtronic — **IT Support Specialist** — Minneapolis, MN · Jun 2015 to Mar 2020

- Handled about 300 access requests a month in Active Directory and Okta, cutting average fulfillment time from 2 days to **4 hours** with role-based group templates.
- Prepared laptops, accounts and first-day walkthroughs for **1,100 new hires** a year across the Fridley and Mounds View campuses, with every laptop ready on the start date.
- Looked after 60 conference rooms and the lab label printers, replacing worn parts on a schedule and cutting room and printer tickets by **58%** in a year.