Anika Kapoor Senior IT Support Specialist

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PROFILE SUMMARY

- **Senior IT Support Specialist** with **8 years** in **legal and hospital IT**, now supporting **about 600 attorneys and staff** in Vinson & Elkins' Houston office, with a focus on **white-glove attorney support**.
- Hands-on with ticketing (**ServiceNow**), devices (**Microsoft Intune**, Windows Autopilot), identity (**Active Directory**, Entra ID), legal apps (**iManage Work**, Citrix Workspace) and scripting (**PowerShell**).
- Deep expertise in **tier 2 escalations**, **matter-based access requests** and **lateral hire onboarding**, using ITIL 4 practices and short runbooks so **attorneys lose as little billable time as possible**.
- Works with **Records, Risk and litigation support** and the firm's **practice group assistants** on trial setups, deposition tech checks and after-hours coverage.
- Leads the **weekend on-call rotation**, mentors **3 tier 1 technicians** on attorney-facing calls, and wrote the office's **lateral hire IT playbook**.

TECHNICAL SKILLS

Ticketing & ITSM:	ServiceNow, ITIL 4 Foundation, Confluence
Operating Systems:	Windows 11, macOS, iOS, iPadOS
Endpoint Management & MDM:	Microsoft Intune, Windows Autopilot, BitLocker, Jamf Pro (basic)
Identity & Access Tools:	Active Directory, Microsoft Entra ID, Group Policy, Conditional Access
Productivity & Collaboration:	Microsoft 365, Exchange Online, Microsoft Teams, iManage Work, Citrix Workspace
Networking & Remote Support:	TCP/IP, DNS, Cisco Secure Client VPN, Wi-Fi, BeyondTrust
Security & Scripting:	PowerShell, MFA, Mimecast, KnowBe4

EDUCATION

University of Houston — **B.S. in Computer Information Systems** — Houston, TX · Aug 2014 to May 2018

WORK EXPERIENCE

Vinson & Elkins LLP — **Senior IT Support Specialist** — Houston, TX · Mar 2022 to Present

- Run tier 2 escalations in ServiceNow for the Houston office's 600 attorneys and staff, and cut tickets reopened within a week from 9% to **3%** by calling users back before closing.
- Set up matter-based access in Active Directory and iManage for confidential client work with Records and Risk, with **zero findings** across 6 internal access audits.
- Wrote a PowerShell script for new attorney accounts, mailboxes, shared drives and iManage workspaces, cutting lateral hire setup from 45 minutes to **10 minutes**.
- Moved the office's Surface and ThinkPad laptops from hand imaging to Intune and Windows Autopilot, so a new laptop now reaches an attorney ready to use in **1 day instead of 3**.
- Hold a **4.9 out of 5** partner satisfaction score through weekend on-call and trial support, prepping courtroom laptops, hotspots and Teams links before each hearing.

Memorial Hermann Health System — **IT Support Specialist** — Houston, TX · Jun 2018 to Feb 2022

- Resolved about 70 tickets a week for clinic and back-office staff on Windows 10, Citrix and badge readers, and replaced failed label printers on nursing units within **2 hours** of the call.
- Wrote **52 knowledge base articles** on Citrix sign-in, MFA and Epic printer mapping, which became the first link tier 1 sent for those tickets.
- Shipped and set up **380 laptops** in 6 weeks during the 2020 move to remote work, so billing and scheduling staff could work from home.