

DIANA Y. SOLORZANO

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PROFESSIONAL SUMMARY

Skilled IT Specialist with experience in providing comprehensive technical support to clients and companies. Exceptional ability to communicate, identify, and resolve problems with a high degree of professionalism and insight. Adept at leveraging superior analytical thinking skills to prioritize tasks and provide timely resolutions. Expert with a wide variety of security, engineering, networking, and operating system software. Eager learner with a Military background that compliments leadership, discipline, and initiative to any position. Honorably Discharged Veteran.

AREAS OF EXPERTISE

Risk Mitigation | Strategic Planning | Resourcefulness | Troubleshooting | Security & Compliance | Training & Development |
Data & Records Management | Configure & Install | Ticketing System | Technical Support | Customer Service

EDUCATION

B.S Cybersecurity, Old Dominion University	Anticipated Graduation: August 2024
A.S. General Studies, Columbia College	Graduated: Oct 2020
Security +	Certificate Obtained: Jul 2023
ITIL v4	Certificate Obtained: Oct 2021
CCNA	Anticipated Completion: Jan 2024
Secret Clearance	Secret: Oct 2017 – Nov 2024

PROFESSIONAL EXPERIENCE

ePlus Technology Inc. – Virginia Beach, VA

May 2022 - Current

Service Desk Analyst II

Provide Level I technical assistance directly to ePlus customer base through accurate and efficient problem diagnosis, description, tracking, and monitoring to ensure a timely resolution. Work on-site with hospital staff and departments to resolve various technical problems ranging from pc, hardware, software, network printers, and LAN/WAN. Provide excellent customer service and actively maintaining an effective working relationship with all departments.

- Execute service desk processes for request fulfillment, incident management, and support problem management.
- Process and resolve technical support tickets for a large number of users in a time-efficient manner while attaining all SLA metrics.
- Work collaboratively in a team environment to ensure performance and productivity goals are met.
- Plan and execute projects involving software and hardware configuration, deployment and relocation of computers, printers and peripheral devices throughout the hospital and outside campuses to maintain uptime.
- Create and update knowledge-based articles to maintain a working knowledge of the latest company technology, to provide efficient technical support.
- Test network connectivity in switch closets with the use of network flukes and other equipment for configuration purposes.
- Provide troubleshooting for hardware devices and client-based software such as Epic and Citrix.
- Responsible for configuring and imaging new desktops and laptops through SCCM.
- Maintain and administer computer networks and related computing environments including computer hardware, system software, application software, and all configurations.

TEKsystems / Tek Experts – Virginia Beach, VA

Dec 2021 – May 2022

Microsoft O365 Premier Technical Support Engineer

Provided tier 2 level support to administrators of Microsoft's Enterprise customers. Handled complex customer cases; identified, investigated, researched, and provided resolution on user questions and problems including hardware, software, networking, or other designated client products. Followed appropriate escalation path to resolve technical issues; including making follow-up outbound calls to customers or other parties as needed. Support included online and hybrid deployments and analyzing business needs to provide the best solutions for Microsoft 365 customers.

- Collaborated closely with Microsoft escalation engineers on complex technical cases ensuring customer resolution with consistent high ratings from customers avg 4.5 – 5 out of 5; and top marks from QA's for attaining all SLA metrics.
- Resolved support tickets daily on Office 365 issues relating to Exchange Online, Identity, Outlook, Security & Compliance, and Active Directory for customers through delivered advanced troubleshooting and problem-solving solutions.
- Analyzed business needs to provide the best solution for Microsoft 365 customers while maintaining detailed technical documentation for each case closed.

United States Navy – Oak Harbor, WA

Jun 2017 – Nov 2021

Aviation Maintenance Supervisor

Shift supervisor responsible for ensuring completeness of organizational objectives and directly managing 15 workers. Recorded and maintained all maintenance paperwork as well as administrative paperwork in support of assigned teams and their individual and collective training requirements.

- Oversaw and supervised 38 technicians during day-to-day operations and maintenance for 22 large military aircrafts.
- Developed a tracking system utilizing Excel spreadsheets to correct deficiencies within a complex training tracking program.
- Maintained the personnel records for over 25 personnel ensuring qualifications were accurately tracked, medical readiness standards were met, and that all records were logged.
- Responsible for shift assignment. Created off-site teams for vital repair missions, HR problem solving, performance reviews and supervisor development and training meetings.
- Tool Control Program Manager, responsible for managing inventory and maintaining discrepancy reports for tools worth over \$10K and maintaining records for replacement tools and parts for disposition.
- Responsible for curriculum implementation, development and the documentation of technical and regulatory training as required through Naval Auditors in excess over 30 specialties.
- Responsible for 22 large aircraft valuing over \$200M ensuring aircraft diagnostics and repair through effective troubleshooting and highly coordinated communication across multiple entities.

Fladeboe Automotive Group – Irvine, CA

Feb 2014 – May 2015

Front Desk Administrator

Provided administrative support to ensure efficient operation of the office. Answered phone calls, scheduled meetings and supported customers, vendors, and internal stakeholders. Supported managerial team through scheduling employees based on business needs and seasonal metrics. Responsible for customer success program and ensuring each customer is heard, validated, and addressed in a prompt manner to align with best practice business objectives. Maintained customer database and client referral program to ensure correct service and repeat business.

- Ensured new customer calls and scheduled appointments for the store manager and five sales associates, coordinated referrals to appropriate departments as needed for clients.
- Performed a wide range of administrative and financial duties to include preparing reports and correspondences, filling pertinent data, and using customer relationship management tools to track over 2,000 clients per annum.
- Highly effective customer service skills within a high-volume and dynamic environment. Relied upon heavily to resolve customer issues and rapidly solve problems while sustaining client trust.

TECHNICAL SKILL

Active Directory | Microsoft Endpoint Configuration Manager | PowerShell | Exchange | Kali Linux | Microsoft Windows 8,10,11 | Imaging Server | EPIC | Citrix | Microsoft O365 | Hardware Maintenance | Backup Management