

FREDERICK GERVACIO

WOODBIDGE, VA | (646) 331-1482 | FREDERICKGR@GMAIL.COM |

PROFESSIONAL SUMMARY

Highly accomplished and certified IT professional with extensive experience in network services, technical support, and cybersecurity administration. Proven expertise in configuring LAN/Wi-Fi, troubleshooting complex hardware/software issues, and providing exceptional customer service across diverse enterprise and educational environments. Skilled in Azure, Active Directory, Office 365, and IT inventory management.

TECHNICAL SKILLS

- **Networking & Infrastructure:** Active Directory, DHCP/DNS, Group Policy, LAN configuration, VPN, SCCM, Remote Desktop, Cisco Phone Systems
- **Software & OS:** Windows 10/11, MS Office 2019/365, Apple iOS, ServiceNow, VMware, Azure Management Portal, SharePoint, TEAMS, Zoom/WebEx
- **Hardware & Support:** PC/Laptop maintenance, mobile device troubleshooting, data backup/recovery, network printer support, imaging, cable management
- **Cybersecurity:** Antivirus management (McAfee, Norton), phishing prevention, network security protocols, SOP development

CERTIFICATIONS & TRAINING

- **CompTIA A+, Network+, Security+**
- **Dell Certified Technician** (2018)
- **Avaya Phone Systems Training** (2016)

WORK EXPERIENCE

Breakthrough Energy, Washington DC

Technical Support Engineer | August 2021 – January 2025

- Provided comprehensive technical support, performing detailed hardware diagnostics and configuring system settings to optimize user experience and streamline operational efficiency.
- Managed and maintained the company system through Microsoft Azure.
- Executed network troubleshooting to diagnose and resolve connectivity issues, ensuring uninterrupted service.

- Established and enforced cybersecurity guidelines and Standard Operating Procedures (SOPs).
- Authored clear and concise technical documentation for system maintenance and user understanding.
- Administered the physical security and badge access systems.

GreenZone Solutions Inc., Alexandria, VA

Technology Support Administrator | June 2020 – July 2021

- Managed and evaluated IT customer support requests for over 130 personnel.
- Modified and established a formalized ticketing process for creating, managing, tracking, and closing support requests.
- Developed an initial IT orientation package and SOP for new employees receiving equipment, streamlining the onboarding process.
- Coordinated with HR to establish an annual Cybersecurity Awareness Training program for all personnel.
- Administered Microsoft Office 365 and the Azure Management Portal, managing user accounts, license renewals, Exchange Online, SharePoint, and TEAMS.
- Assessed and improved the IT equipment inventory process; managed procurement and coordinated with the CFO on the FY20-21 IT budget plan.

MANASSAS CITY PUBLIC SCHOOLS, Manassas, VA

Technology Support Specialist | March 2018 – July 2021 (Concurrent role)

- Provided installation, maintenance, service, and repair of computer equipment and peripherals for over 1,250 users.
- Responded to over 600 monthly requests and maintained the daily tracking of the IT ticketing system.
- Coordinated with vendors (Dell, Epson, Cisco) for repair and replacement services; researched and recommended equipment upgrades and purchases.
- Effectively created and maintained Active Directory accounts and email; monitored network-based services.
- Trained 100+ educational and administrative staff on technology use and security protocols, preparing supporting documentation.

GUEST SERVICES, INC. Fairfax, VA

IT Support Specialist | July 2016 – March 2018

- Configured and maintained computer software and hardware for multiple locations in the DMV area, Florida, and North Carolina.
- Successfully trained a diverse audience of end-users on multiple software applications and procedures.
- Supported the installation and upgrades of 600+ workstations and maintained company telephone systems.

FORDHAM UNIVERSITY, Bronx, NY

Help Desk Support (Temp position) | January 2016 – July 2016

- Maintained an average of 90 to 100 calls daily with a 70% first-call resolution rate.
- Performed hardware maintenance, repair, and troubleshooting of student laptops.
- Prevented and contained malware to protect user information and the network.

SCHOLASTIC CORPORATION, New York, NY

Help Desk Support (Temp position) | November 2015 – January 2016

- Provided user support and software deployment to more than 5,000 employees through Microsoft SCCM.
- Created/modified user accounts, security groups, and distribution lists in Active Directory.
- Utilized ServiceNow to track and resolve tickets for approximately 9,000+ national and international staff users.

COLUMBIA UNIVERSITY, New York, NY

Help Desk Support (Temp Position) | August 2015 – November 2015

- Maintained records of daily data communication transactions, problems, and remedial actions taken in the internal ticketing system.
- Installed and performed minor repairs to hardware, software, and peripheral equipment.

BERKELEY COLLEGE CAREER SERVICES, New York, NY

IT Support / Administrative Assistant | April 2013 – July 2015

- Provided support to Windows Exchange users and orchestrated troubleshooting for laser printers.
- Prepared and analyzed reports for senior management using the corporate SQL database.

EDUCATION

BERKLEY COLLEGE

New York, NY | June 2015

Bachelor of Science Degree, Information Technology Management

LANGUAGES

- **English:** Fluent, Advanced Reading and Writing
- **Spanish:** Native Language