

ERICK LORENZO GARCIA

IT Support Specialist | L2/L3 Help Desk | Microsoft 365 | Active Directory | Networking

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PROFESSIONAL SUMMARY

IT Support Engineer with 15+ years of experience delivering L1/L2/L3 technical support in enterprise environments across the U.S. and Latin America. Currently support 200+ on-site and remote users across multiple U.S. offices, with PowerShell automation for onboarding, offboarding, and application deployment. Experienced in Microsoft 365 / Office 365 administration, NinjaOne RMM, Active Directory, Entra ID, and Cisco Meraki network monitoring. CompTIA A+, Network+ and Security+ certified. Bilingual English/Spanish.

TECHNICAL SKILLS

Help Desk & Support: L1/L2/L3 Support, Remote User Support, NinjaOne (RMM), Incident Management, Ticketing Systems, Troubleshooting, Hardware & Software Installation, Customer Service, SLA Response

Operating Systems: Windows 10/11, Windows Server, macOS, Ubuntu Linux

Microsoft 365 & Identity: Exchange Online, Teams, SharePoint, OneDrive, Active Directory, Entra ID (Azure AD), Group Policy (GPO), MFA, User Provisioning

Networking: TCP/IP, DNS, DHCP, VPN, VLANs, pfSense, Structured Cabling, Fiber Installation

Security & Tools: Incident Response, Microsoft Defender, Purview eDiscovery, Malwarebytes (ThreatDown), F-Secure, PowerShell, SQL, Proxmox, VMware

PROFESSIONAL EXPERIENCE

IT Support Engineer | Your Insurance Attorney, Miami, FL (Multi-Office)

May 2026 – Present

- Provide L2/L3 support to 200+ users across multiple offices nationwide, including remote staff.
- Led incident response for a phishing-compromised account: contained and remediated it in Entra ID and Microsoft Defender, investigated the scope with Microsoft Purview eDiscovery, and wrote the incident report with evidence and actions taken.
- Automate user onboarding and offboarding with PowerShell scripts across Active Directory and Microsoft 365.
- Automate application deployment with PowerShell and NinjaOne RMM, standardizing workstation setup.
- Monitor network health across office sites using the Cisco Meraki dashboard.
- Coordinate IT operations across offices with office managers, vendors, and ISPs; document onboarding and support procedures (SOPs).

Systems Administrator (promoted from IT Support Specialist) | General MRO Aerospace, Miami, FL

2023 – 2026

- Delivered L2/L3 support to 100+ users on Windows and macOS, resolving 20–30 tickets per day.
- Administered Microsoft 365 (Exchange Online, Teams, SharePoint, OneDrive), Active Directory accounts, groups, and GPOs.
- Maintained endpoint protection (Defender, Malwarebytes, F-Secure) and troubleshoot DNS, DHCP, and connectivity.
- Supported the Office 365 migration and led hardware and fiber network installations.

IT Technician | Savvyhawk, Miami, FL

2021 – 2023

- Delivered L1/L2 support to 50+ users on Windows and macOS; managed Active Directory accounts and permissions.
- Troubleshoot network connectivity and executed SQL queries to diagnose application issues.

IT Specialist | UTE (National Electric Utility), Montevideo, Uruguay

2019 – 2021

- Managed CCTV, alarm, and access-control systems; built C#/SQL integrations.

Security Technician | Prosegur, Montevideo, Uruguay

2011 – 2019

- Installed and maintained CCTV and alarm systems; on-site customer service.

Systems Analyst | ServInfo IT Solutions, Uruguay

2010 – 2011

- Developed PHP/MySQL applications; executed server migrations.

IT Technician | IIPF / UCI, Havana, Cuba

2005 – 2010

- Help desk support, network cabling, and server management.

PROJECTS

- **Microsoft 365 Migration:** Supported tenant migration, user provisioning, and license management.
- **PowerShell Automation:** Scripted user onboarding, group assignments, and reporting across AD and Microsoft 365.

EDUCATION

Systems Analyst | Instituto BIOS, Montevideo, Uruguay

2019 – 2022

Computer Science Technician | Instituto Tecnológico de Ciencias Informáticas Fernando Aguado y Rico, Havana, Cuba

2001 – 2005

CERTIFICATIONS

CompTIA Security+ • CompTIA Network+ (N10-008) • CompTIA A+ • CompTIA IT Operations Specialist (CIOS) • Microsoft Azure Fundamentals (AZ-900) • MTA: Database Fundamentals • CompTIA CySA+ (In Progress)

LANGUAGES

Spanish (Native) • English (Professional Working Proficiency)