

Eugene Moore

Long Island, NY (Willing to relocate) phone omitted moore.social@outlook.com

PROFESSIONAL SUMMARY

Customer-focused IT Support Specialist with **3+ years of experience** supporting enterprise environments across Windows, macOS, and virtualized infrastructure. Experience administering identity and access management systems including **Okta, Active Directory, and Azure AD**, and supporting **Google Workspace administration** (account lifecycle management, organizational units, permissions, and access troubleshooting). Hands-on experience with **VMware and Hyper-V virtualization**, Microsoft 365, and enterprise collaboration tools. Strong troubleshooting, documentation, and customer service skills with the ability to clearly communicate technical solutions to non-technical users.

WORK EXPERIENCE

Long Island University

June 2023 – Present

IT Support Specialist

Brookville, NY

- Analyze, evaluate, and diagnose end-user technical issues across software, hardware, printers, and network connectivity; provide timely resolutions and clear user communication.
- Perform structured triage by reproducing issues when possible, collecting diagnostic evidence (logs, screenshots, error codes), and documenting troubleshooting steps for efficient escalation and resolution.
- Log, track, and update incidents and service requests in an incident tracking/ticketing system; prioritize issues by impact and urgency while managing multiple support requests simultaneously.
- Support enterprise identity platforms including **Okta, Active Directory, and Azure AD**, assisting with user provisioning, authentication troubleshooting, password resets, group membership changes, and access lifecycle management.
- Assist with **Google Workspace administration**, including user provisioning, organizational unit (OU) configuration, permissions management, and troubleshooting access to Gmail, Google Drive, and collaboration services.
- Support and troubleshoot systems hosted in **VMware and Hyper-V virtualized environments**, assisting with server deployments, maintenance, and infrastructure reliability.
- Create and maintain internal troubleshooting documentation and SOPs to improve service consistency and reduce resolution times.
- Coordinate escalations with senior IT teams and vendors, providing diagnostic information and performing validation testing to confirm issue resolution.
- Onboard new staff and faculty by provisioning accounts, configuring devices, deploying required applications, and ensuring proper access to institutional systems.
- Assist with student onboarding and orientation, supporting 100+ students with account setup, Wi-Fi connectivity, and access to institutional platforms.
- Troubleshoot classroom and event-space A/V systems in Crestron-controlled environments, restoring service and escalating hardware faults when required.
- Configure and deploy Dell PowerEdge R250 servers running Windows Server 2022, supporting enterprise infrastructure and institutional operations.
- Manage multiple computer labs, ensuring workstation availability, operating system updates, and network connectivity.
- Support enterprise collaboration platforms including Microsoft 365, Google Workspace, Zoom, and Slack, assisting users with configuration and troubleshooting.

ACHIEVEMENTS

Supported IT audit readiness for the Lewyt College of Veterinary Medicine, contributing to securing a \$20.5M institutional grant.

EDUCATION

Hofstra University

Bachelor of Arts in Computer Science

Jan 2020 – Dec 2022

Hempstead, NY

Suffolk Community College

Associate in Liberal Arts and Sciences

Aug 2017 – Dec 2019

Selden, NY

TECHNICAL SKILLS & CERTIFICATIONS

- **Identity & Access Management:** Okta, Active Directory, Azure AD, Google Workspace Admin (user lifecycle management, organizational units, permissions, and access troubleshooting)
- **Virtualization & Infrastructure:** VMware, Hyper-V, Windows Server 2019/2022, Dell PowerEdge server deployment and support
- **IT Service Management & Support:** Incident triage, escalation, service desk workflows, documentation, knowledge base creation, enterprise troubleshooting
- **Enterprise Collaboration Platforms:** Google Workspace, Microsoft 365, Slack, Zoom, SharePoint, Teams
- **Operating Systems:** macOS, Windows 10/11, Windows Server
- **Networking & Remote Access:** DNS, DHCP, TCP/IP, HTTP/HTTPS, VPN troubleshooting, connectivity diagnostics
- **Endpoint & Device Management:** Microsoft Intune, Jamf, device provisioning, configuration, and support
- **Scripting & Automation:** PowerShell, Bash, Python