
David Henderson

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Support Administrator

Technical Support | Customer Support | Software Troubleshooting

Results-oriented and adaptable **IT operations professional** with experience in customer service, technical support, PC maintenance, and system administration. Possess adeptness in implementing technology-based solutions for business problems, along with standards, procedures, and processes that improve business functionality. **Areas of expertise include:**

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- Help Desk Ticketing Systems
 - Problem Diagnosis
 - Technical Troubleshooting
 - Phone & Remote Support
 - Office 365 Support
 - Microsoft Azure
 - Customer Service
 - Complaint Handling
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Technology Proficiencies

Ticketing: ConnectWise Manage

RMM: NinjaRMM, ConnectWise Automate

Software: Active Directory, Microsoft Entra, Office 365, Outlook, Cisco AnyConnect, Meraki Dashboard, Cisco Umbrella, Watchguard SSL VPN, Threatlocker, Webroot, SentinelOne, Cove Data Protection, Veeam Backup and Replication, AFI, INKY, MailProtector

Networking: LAN, Wi-Fi Network Systems, DHCP, VPN, DNS

Platforms: Windows 11 Pro, Windows Server 2016, 2019, 2022, macOS, Android, iOS, Chrome OS

Work Experience

ExcalTech

09/2022-Present

Support Administrator

- Provide expert Level 1/2 front-line technical support to a client base of over 1500 users via phone, email, and remote desktop tools, consistently ensuring quick issue resolution and high client satisfaction.
 - Diagnose and resolve a broad spectrum of technical issues, including hardware, software, networking, and security challenges, ensuring minimal downtime and optimal system performance.
 - Administer both on-premise and hybrid Windows server environments, managing user account creation, manage microsoft exchange, and troubleshooting of Microsoft 365 suite, Active Directory synchronization, Group Policy, DHCP, and DNS issues.
 - Lead the configuration and deployment of new hardware, performing bench builds for outgoing devices and resolving technical issues on returned equipment, collaborating with vendors for warranty repairs.
 - Manage and maintain security infrastructures, including Cisco Meraki, WatchGuard, and SonicWall firewalls; troubleshoot VPN connectivity, modify firewall rules, and utilize Meraki Dashboard, WatchGuard System Manager, and AuthPoint for seamless security management.
 - Provide support for a range of printer issues, including troubleshooting, scan-to-email configurations, and setting up scan-to-folder functionalities.
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O'Reilly Auto Parts

04/2015 – 09/2022

Store Manager

Responsible for all aspects of store operation. Manage P&L, KPI, and ensure the store is running as efficiently and economically as possible.

Key Contributions:

- **Professional Sales:** Achieved a minimum **10%** year-over-year comparable sales increase for 7 consecutive years, driving sustained revenue growth.
- **Retail Service Excellence:** Averaged **96% CSAT score** as a Store Manager for over consecutive **7 years**.

Education & Credentials

CompTIA A+
CompTIA Network+
CompTIA Security+
Microsoft AZ-900
Microsoft AZ-104

High School Diploma
John Hersey High School
