**Keith Warren**

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**Technical Support | System Admin | Helpdesk**

# PROFESSIONAL SUMMARY

Marine Corps veteran with a track record displaying integrity, leadership, flexibility, and teamwork. Bachelor’s degree in computer network systems and is currently pursuing a second bachelor’s degree in information technology and Networking with a focus on cybersecurity. Certified in CompTIA A+, Network+, Security+. Dedicated and customer-focused IT professional with a strong background in diagnosing and resolving hardware, software and networking issues. Proficient in Microsoft technologies, troubleshooting tools, and IT service management best practices. Adept at providing exceptional customer service, managing multiple tasks, and delivering timely solutions in high-pressure environments.

# KEY SKILLS

**Hardware/Software Troubleshooting:** Desktops, laptops, mobile devices, and printers

**Operating Systems:** Windows (10, 11, Server), macOS, Linux

**Networking:** TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting

**Microsoft Technologies:** Active Directory, Office 365, Intune

**Remote Support Tools:** TeamViewer, AnyDesk, RDP

**Ticketing Systems:** ServiceNow, JIRA

**Cybersecurity Basics:** Endpoint protection, malware removal

**Scripting:** PowerShell, Bash (basic knowledge)

**Customer Service:** Strong communication and problem-solving skills

# CERTIFICATIONS

**CompTIA A+**

**CompTIA Network+**

**CompTIA Security+**

# EXPERIENCE

**IT Consulting**
*Onsite / Remote*
*October 2023 – Present*

* Provide onsite and remote IT support for hardware, software, and network issues.
* Assist in configuring and deploying desktops, and laptops.
* Maintain client server environments, including Windows Server, Active Directory, and virtualization technologies (VMware, Hyper-V).
* Develop and document standard operating procedures for system management.
* Provide technical guidance on system scalability, storage solutions, and disaster recovery planning.
* Identified needs and recommended infrastructure improvements.

**Senior Helpdesk Business Analyst**
*Elevance Health - Formerly Anthem BCBS (Remote)*
*May 2014 – July 2023*

* Researched and resolved technical issues related to online tools, broker portals, CRMs, and other systems and applications.
* Resolved day-to-day software and hardware problems with desktops, Laptops, and peripherals.
* Developed and delivered online webinar training sessions for brokers, focusing on broker tools, CRMs, websites and other applications used in daily duties.
* Trained new hires and contractors on tools and applications used within the department, ensuring quick readiness to help support the department.
* Managed incident response processes, ensuring swift resolution of incidents entering department queue.

**Helpdesk Business Analyst**
*Anthem BCBS, Thousand Oaks, CA*
*August 2013 – May 2014*

* Provided first-level support, tracked, resolved, and escalated issues related to tools, technology products, and services used by internal /externa brokers.
* Assisted in desktop support to brokers nationwide via email, inbound and outbound calls and online ticketing system/queue.
* Troubleshot Chrome, Internet Explorer, and Firefox browsers issues with using the online web platform.

**Desktop Support Technician**
*Seminis Monsanto, Camarillo, CA*
*January 2010 – July 2013*

* Delivered advanced technical and security support services on-site and remotely to over 1500 users.
* Implemented security policies and procedures for hardware and software systems.
* Conducted comprehensive training sessions on security and best practices for clients and executive staff.

**System Administrator / Hardware Configuration Engineer**
*Symark Software, Agoura Hills, CA*
*May 2006 – November 2009*

* Provided technical support in a hybrid Linux/Windows environment, focusing on security setups.
* Managed Active Directory accounts, ensuring proper security access controls.
* Conducted network security tasks, including configuration and monitoring of TCP/IP settings and DNS resolution.

**United States Marine Corps**
7th Engineer Support Battalion, Camp Pendleton, CA

# EDUCATION

**Bachelor of Science, Information Technology and Networking, Specialization; Cyber Security**

DeVry University

Expected: April 2026

**Bachelor of Science, Computer Network Systems**

ITT Technical Institute