

Justin Bartasius

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Seeking a career in the field of Information Technology while continuing to expand my skills and expertise of Network & Systems administration. Enthusiastic IT engineer eager to Lead my team success through hard work and attention to detail.

Professional Experience

Four Seasons Heating and Air/Help Desk Team Lead:

10/2024-Present

This role includes a blend of team leadership and some hands-on work

Defined and managed helpdesk SLAs within PSM (Jira) and owned the platform post implementation (creating SOPs, aiding in user adoption of the tool, etc.)

Performed regular performance reviews with the team and provided feedback/guidance to helpdesk technicians

Tracking and reporting on helpdesk metrics: ticket volume, resolution times, customer satisfaction

Managed the team intaking ~50-125 tickets daily, 1,000-1,200 tickets/month.

Network It Easy Inc./Help Desk Supervisor:

12/2019 - 02/2024

Help Desk supervisor supporting a customer base of hundreds of servers and thousands of PCs, supporting cloud and on-premises environments.

Perform white glove remote troubleshooting through diagnostic techniques and pertinent questions.

Served as an escalation point for tier 1 troubleshooting efforts.

Determine the best solution based on the issue and details provided by customer(s)

Record events, problems, resolutions and update customer status and information in PSA (autotask)

Configured/managed PC and application deployments via RMM & Microsoft Intune.

N+2/Netrix LLC/Tier 1 Cloud & Carrier Services Network Engineer

02/2014-05/2019

Provided on-site support and execution of network changes.

Co-ordinate required outages and site visits.

Provisioned hardware & managed company inventory for new client sites and coordinated installation of Netrix provided equipment.

Provided 1st line of support for End user, Network, Security, Telephony & AV.

EDUCATION

06/2011- 12/2014

Associate of Science: General Studies

Moraine Valley Community College - Palos Hills, IL

SKILLS:

Azure, Microsoft 365, Intune, Autopilot, Cisco IOS, Routers, Firewalls, Switches, Domain Controllers, Device/User onboarding and offboarding, Rack usage, Riser Management, Troubleshooting, CompTia Network +, Systems Administration, Migrations