Darnell Maiden | IT Support Associate/HelpDesk Associate

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RELOCATING TO PHOENIX, AZ DEC. 31ST, 2026

PROFESSIONAL SUMMARY:

Certified IT and Cybersecurity professional holding CompTIA Security+, Google Cybersecurity, and Google IT Support certifications. Backed by 14 years of customer service and team leadership experience specializing in high-volume queue management, ticket escalation, and end-user support. Hands-on expertise in Active Directory, Microsoft Entra ID, Jira Service Management, and Windows Server administration.

TECHNICAL SKILLS:

- **Identity & Access Management: Active Directory (AD DS), Microsoft Entra ID (Azure AD), Group Policy (GPOs), RBAC, Dynamic Groups, SSPR, NTFS/SMB permissions**

- **Network & Endpoint Security: Windows Firewall, Dual-NIC architecture, VPN setup, Zero Trust Conditional Access, MFA, DNS, Static IP setup, Endpoint Hardening, Wi-Fi Troubleshooting, Quick Assist, TeamViewer, RDP, AnyDesk, Routing And Remote Access Service (RRAS)**

- **IT Service Management (ITSM): Jira Service Management, Spiceworks Cloud Help Desk, ServiceNow (PDI Lab Environment), Zendesk (Workflow Triage), Custom Request Forms, SLA Tracking, Automated Ticket Routing (JQL), Incident Lifecycle & Escalation.**

- **Systems & Platforms: Windows Server 2025, Windows 10 Pro, Oracle VirtualBox, Microsoft 365 Admin Center, Jira Cloud, Windows Workstations, Outlook, Teams, OneDrive, Excel, Powerpoint, Google Workspace, Hardware Troubleshooting, Network Adapter Configuration**

- **Command Line & Scripting: PowerShell, ping, nslookup, ipconfig, CMD**

TECHNICAL PROJECTS:

- **ACTIVE DIRECTORY & IDENTITY MANAGEMENT LAB [LAB LINK]: Configured a Windows Server Domain Controller (corp.local), managed OUs and security groups via GUI, enforced GPOs to restrict USB storage, and configured NTFS/SMB shares with inheritance overrides for least-privilege access.**
- **ENTERPRISE CLOUD IAM W/ MICROSOFT ENTRA ID LAB [LAB LINK]: Managed cloud identities in an Entra ID P2 tenant by establishing RBAC, configuring SSPR, enforcing Zero Trust Conditional Access with MFA, and automating lifecycle workflows using dynamic group membership rules.**
- **ENTERPRISE SERVICE DESK & WORKFLOW W/ JIRA LAB [LAB LINK]: Built a Jira Service Management environment featuring custom intake forms, SLA-backed response rules, automated ticket escalation workflows, and custom JQL routing to maintain a 15-minute response baseline for security alerts.**
- **REMOTE ACCESS VPN & NETWORK ROUTING LAB [LAB LINK]: Deployed a dual-NIC Windows Server VM (WINSERV5555) using Routing and Remote Access Service (RRAS) to configure site-to-site and client-to-site VPN routing, enforcing encrypted RDP access from a Windows 10 Pro client (WINCLIENT555).**
- **ADVANCED NETWORK DIAGNOSTICS & TROUBLESHOOTING LAB [LAB LINK]: Executed systematic CLI diagnostics using `ipconfig`, `ping`, `nslookup`, and `netsh` to isolate TCP/IP stack failures, resolve APIPA/DNS issues, and rebuild the Winsock catalog.**
- **CLOUD-HOSTED HELPDESK TICKETING SYSTEM (osTicket) LAB [LAB LINK]: Deployed osTicket on an Ubuntu 24.04 LTS DigitalOcean Droplet with a hardened LAMP stack, least-privilege database user isolation, and UFW firewall rules.**
- **ENTERPRISE IT SERVICE MGMT. & AUTOMATION LAB W/ ZENDESK SUITE [LAB LINK]: Architected an end-to-end service desk with multi-tier support queues, automated trigger routing, custom intake form schemas, and Tier-0 knowledge base deflection.**
- **SERVICE DESK & WORKFLOW W/ SERVICENOW ITSM [LAB LINK]: Configured an ITIL-aligned ServiceNow PDI environment featuring automated assignment rules for hardware routing, custom service catalog request schemas, and self-service knowledge base articles.**

CERTIFICATIONS:

- **CompTIA Security+ - CompTIA | 3/21/26-3/21/29**
- **CompTIA A+ - CompTIA | In Progress**
- **Google Cybersecurity Professional Certificate - Google/Coursera | 3/6/26**
- **Google IT Support Professional Certificate - Google/Coursera | 7/16/26**
- **Microsoft IT Support Specialist - Microsoft/Coursera | In Progress**
