

# MIGUEL SEGARRA

New York City Area ❖ (929) 260-9698 ❖ [Miguelom97@proton.me](mailto:Miguelom97@proton.me) ❖ [Miguelsegarra.tech](https://miguelsegarra.tech) ❖ [Linkedin](#) ❖ [Github](#)

---

## SUMMARY

IT Support Specialist with hands on experience in troubleshooting, help desk operations, and system administration. Skilled in Windows and Mac environments, Active Directory, cloud platforms (Azure), and ticketing systems. Certified in Google Cybersecurity and actively pursuing CompTIA Security+ and Network+.

## CERTIFICATIONS

Google Cybersecurity Certification (Completed)  
CompTIA Network+ ( Expected Sep. 2025)  
CompTIA A+ ( Expected Sep. 2025)

## PROJECTS

**Project:** Implementing a Help Desk Ticketing System (osTicket) using Azure Virtual Machines

**Source:** <https://github.com/miguelsegarra/osticket-prereqs>

**Project:** Implementing Active Directory (On-Premises) in Azure

**Source:** <https://github.com/miguelsegarra/configure-ad>

**Project:** Exploring Azure and Networking Concepts

**Source:** <https://github.com/miguelsegarra/azure-network-protocols>

## WORK EXPERIENCE

### Just Two Brothers LLC

**Jun. 2023 – Dec. 2024**

*Help Desk Technician*

*New York City, NY*

- Resolved user support tickets via phone and ticketing systems, troubleshooting hardware, software, and network issues to ensure minimal downtime.
- Diagnosed and repaired printer malfunctions and network connectivity problems (Wi-Fi, IP conflicts, DNS), improving device uptime by over 90%.
- Provided step-by-step technical assistance to non-technical users, improving first-call resolution rates and user satisfaction

### Department of Education

**Nov 2021 - June 2023**

*Paraprofessional*

*New York City, NY*

- Assisted in troubleshooting and setting up classroom technology (computers, projectors, tablets).
- Provided one-on-one and group support, developing strong communication and problem-solving skills applicable to IT support.
- Guided students through learning tasks with clear instructions, demonstrating an ability to explain complex concepts similar to IT troubleshooting

## EDUCATION

**Richmond Hill High School, Richmond Hill, NY**

*Diploma*

**Queensborough Community College, Bayside, NY**

*Undergraduate Degree in Computer Science*

## SKILLS

Microsoft Office Suite, Ticketing System, Azure, Network Security Groups, Firewalls, ACLs (Access Control Lists), Virtual Machines, Virtual Networks, Cloud Computing, Active Directory, File Permissions, Windows 10, TCP/IP, DNS, DHCP, VPN, Wi-Fi troubleshooting, PC assembly, hardware troubleshooting, peripherals, printers, ServiceNow, Jira, MySQL, Python, Basic security principles, firewalls, antivirus, security awareness, communication, customer service, MacOS, Linux.