

JEREMY FONTENOT

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PROFESSIONAL SUMMARY

Results-driven Cloud-First IT Professional with a proven track record of managing enterprise-level support in MSP, healthcare, and retail environments. Currently serving as a Dedicated Agent for Vuori, managing comprehensive GSD operations and specialized systems administration. Awarded World Class IT Professional (WCITP1) for academic and technical excellence. Expert in Azure/M365 administration, identity management, and cross-functional Tier 2/3 collaboration with a focus on SLA-aligned performance.

CORE COMPETENCIES

- Cloud & Identity: Azure AD (Entra ID), M365 Admin, IAM, MFA, Group Policy
- Technical Support: Windows/macOS/Linux Support, Active Directory, System Imaging
- Infrastructure: TCP/IP, DNS, DHCP, VPN, Network Security Fundamentals
- Enterprise Operations: ITSM/ITIL, SLA Management, Dedicated Client Support, SOP Development

PROFESSIONAL EXPERIENCE

Logicalis (Managed Services Provider) | Service Desk Technician – Dedicated Agent for Vuori
Apr 2024 – Present

- Serve as the primary technical point of contact for Vuori, managing Global Service Desk (GSD) support operations and systems administration.
- Execute technical workflows according to Vuori GSD standards and SOPs, ensuring high-quality, brand-aligned service delivery.
- Provide expert-level resolution for hardware and software issues across macOS, Windows, and SaaS environments.
- Streamline user lifecycle management and security permissions within the dedicated client ecosystem.
- Authored resolution documentation in Ivanti to reduce recurring ticket volume and enhance the knowledge base.

Insight Global | Service Desk Representative / Team Lead *Oct 2022 – Jan 2024*

- Directed service desk team operations, improving ticket resolution efficiency by 20%.

- Onboarded and trained new hires, establishing standardized support protocols for team consistency.
- Served as the primary escalation point for complex technical issues, collaborating with Tier 3 engineering teams.

Completeful Technologies LLC | IT Technician *Feb 2022 – Jun 2022*

- Configured Windows/Linux servers for business-critical operations and improved Active Directory security posture.

EDUCATION & CERTIFICATIONS

- Information Security & Administration – MyComputerCareer (4.0 GPA)
- A.S. Computer Science – Database Administration – Remington College
- Certifications: CompTIA A+, Server+, ITF+; Azure Fundamentals (AZ-900); MTA Networking/Security/Server; Linux Essentials; Google IT Support.

AWARDS

- World Class IT Professional (WCITP1) – MyComputerCareer