





Suzie T



Systems Support Engineer | Technology Stabilization Specialist

Operational Reliability

IT professional delivering bulletproof system performance through:

- ✓  Endpoint Excellence - Hardware/software optimization
- ✓  Proactive Maintenance - Preventive system care
- ✓  Root Cause Analysis - Permanent solution engineering
- ✓  Performance Benchmarking - Health monitoring metrics

Technical Support Pillars

Incident Resolution

- Tier 2/3 technical support
- Remote troubleshooting
- Knowledge base documentation

System Deployment

- Workstation imaging
- Peripheral configuration
- Software license management

Infrastructure Care

- Patch management
- Driver/firmware updates
- Hardware diagnostics

Performance Metrics

Efficiency

- 68% first-call resolution rate
- 40% faster deployment cycles



Reliability

- 92% uptime for supported systems
- 75% fewer repeat issues

Satisfaction

- 4.9/5 user satisfaction score
- 30% reduction in escalation tickets

Technical Stack

- OS: Windows, macOS, Linux
- Tools: SCCM, Intune, PDQ Deploy
- Diagnostics: Wireshark, HWMonitor
- Documentation: IT Glue, Confluence

Support Philosophy

"Great system support doesn't just fix problems—it builds infrastructure so resilient that problems rarely occur."