FRANK RUIZ

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PROFESSIONAL SUMMARY

IT professional with 10+ years of experience in end-user computing, endpoint management, and enterprise technical support. Proven track record supporting large-scale Windows and macOS environments across banking and corporate sectors, with deep expertise in Active Directory, Microsoft 365, SCCM, Intune, device imaging, and ITSM workflows using ServiceNow. Jamf certified (x3) with hands-on experience in MDM and Apple fleet management. Physical network infrastructure experience including rack installation and structured cabling at Goldman Sachs headquarters. Bilingual in English and Spanish.

CORE COMPETENCIES

Active Directory & Identity Management • Microsoft 365 & Exchange • Microsoft Intune (User Management & Deployment) • SCCM (Software Deployment) • ServiceNow ITSM • Jamf Pro & Protect (x3 Certified) • Windows 10/11 Administration • macOS Administration • PowerShell (AD Administration) • Device Imaging & Deployment (Ivanti) • Endpoint Lifecycle Management • Hardware Diagnostics & Repair • Server Rack Installation & Cabling • Cisco Networking • Linux Administration (RHEL) • Docker • VMware Workstation • Remote Support • Technical Documentation • Bilingual: English & Spanish

PROFESSIONAL EXPERIENCE

Service Desk Analyst | **First Republic Bank** | New York, NY

January 2019 – July 2023 (4 years 7 months)

- Provided enterprise IT support for 9,600+ users across Windows and macOS environments in a mission-critical banking operation
- Managed user provisioning, deprovisioning, and account administration in Active Directory for a large-scale financial institution
- Administered Microsoft Intune user group assignments for device policy deployment across the enterprise environment
- Utilized Microsoft SCCM for software deployment and remote command execution across the enterprise environment
- Utilized PowerShell for Active Directory queries, user management, and reporting
- Resolved complex hardware, software, and network escalations under strict SLA requirements with high first-contact resolution rates
- Utilized ServiceNow to manage incident queues, document resolutions, and maintain knowledge base articles
- Led knowledge base consolidation initiative — audited, rewrote, and standardized hundreds of KB articles and ticket templates across multiple application areas
- Assisted in deployment, validation, and support of TellerInsight bank teller system rollout; created installation and troubleshooting KB documentation
- Assisted in new hire training and onboarding; mentored junior analysts on troubleshooting procedures
- Participated in major incident response and cross-team coordination for issues impacting multiple systems and departments

Desktop Support Analyst | **Solix Inc.** | Parsippany, NJ
September 2016 – December 2018

- Provided hardware and software support for 1,000+ users across Windows-based enterprise environments
- Built, deployed, and maintained PC and workstation images using Ivanti Management Suite across large device fleets
- Administered Active Directory and Microsoft Exchange including account management, group policy, and mailbox administration
- Configured Cisco IP phones and extensions; provided remote support via TeamViewer and ManageEngine Service Desk

Network Technician (Contractor) | **Greenlite Networks / Goldman Sachs HQ** | New York, NY
March 2016 – September 2016

- Deployed and maintained physical network infrastructure at Goldman Sachs global headquarters under strict SLA requirements
- Racked and mounted Cisco routers and switches; executed overnight maintenance windows including rack repatching, floor-to-floor cable runs, and switch connection changes across server and networking closets
- Installed, terminated, and tested Cat5/6 structured cabling and Layer 1 network equipment throughout the facility

Advanced Repair Agent / Consultant | **Geek Squad – Best Buy** | East Hanover / Union, NJ
May 2014 – June 2016

- Diagnosed and repaired 20+ computers and devices daily maintaining same-day turnaround across hardware and software issues
- Performed component-level hardware diagnostics, OS installations, data migrations, and security configurations
- Provided in-person and phone consultations — explained service options, recommended protection plans, and ensured customer satisfaction

Technology Consultant (Contractor) | **Kforce Inc. / CompuCom** | Multi-site
January 2014 – August 2015

- Completed enterprise IMAC (Install, Move, Add, Change) projects at United Bank of Switzerland and other corporate clients
- Set up and configured computer workstations; provided onsite hardware troubleshooting and end-user support

INDEPENDENT DEVELOPMENT

Continued Learning & Development | **Self-Directed** | Scottsdale, AZ
2023 – Present

- Running RHEL instance on AWS for Linux systems administration practice — user management, service configuration, storage, firewalld
- Pursuing Red Hat Certified System Administrator (RHCSA) certification — exam targeted Q4 2026
- Completed Mesa Community College IT Certificate Program (August 2025 – May 2026)
- Previously maintained home lab running Ubuntu Server with Docker containers and self-hosted services

CERTIFICATIONS & EDUCATION

- Jamf Certified Associate – Jamf Pro

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- Jamf Certified Tech – Jamf Pro
- RHCSA – Red Hat Certified System Administrator (In Progress, Expected Q4 2026)
- Certificate of Completion, Information Technology – Mesa Community College (2025–2026)