CHRISTIAN JAMES BAUTISTA

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PROFESSIONAL SUMMARY

Experienced IT Help Desk Support Specialist with a strong background in customer service, technical troubleshooting, and end-user support. Proficient in managing and resolving tickets through ServiceNow, providing remote and on-site support, and assisting with cross-departmental projects. Recognized for building productive internal relationships and delivering reliable, solutions-focused support that enhances overall IT operations.

EDUCATION

Year Up Program, *San Francisco, CA | Information Technology | Program Certificate*   *July 2023*

Year Up is an intensive, competitive technical training and career development with over 250 corporate partners, graduating thousands of students annually across the nation. The program includes college level courses, professional training, and a six-month internship

- Completed IT Support Specialist training program with coursework in fundamentals of information technology, network systems, cybersecurity practices, hardware installation and maintenance, business communications, and specialized training in IT help desk support

EXPERIENCE

UCSF (Contract | *Aya Healthcare*) | *San Francisco, CA*   *July 2025 - Present*
IT Field Technician

- Fulfilling 30+ RITM request tickets weekly for standard laptops, custom laptops (MacBook) and accessory orders, ensuring timely and accurate processing through ServiceNow in alignment with company procurement standards
- Oversaw and tracking 100+ inventory items, ensuring accurate records and timely updates to maintain current stock levels for IT equipment and accessories
- Imaging devices for individual and group deployments using Microsoft Deployment Toolkit (MDT), configuring systems to align with UCSF standards and joining them to the appropriate domain for seamless network integration
- Scheduling and conducting one-on-one Zoom meetings to assist users with basic setup of new devices, ensuring smooth onboarding and functionality

Jazz Pharmaceuticals (Contract | *Intelliswift*) | *Palo Alto, CA*   *Sep 2024 - Mar 2025*
IT Technician

- Provisioned 50+ laptops weekly by executing engineering-provided scripts to remove bloatware, update Windows, and configure devices via Autopilot, ensuring readiness through Intune for seamless end-user setup
- Created and managed 100+ ServiceNow tickets monthly for laptop refreshes, updating ticket progress daily and coordinating one-on-one sessions with users—both remotely and on-site—to ensure proper device configuration and user readiness
- Provided remote (via Bomgar) and on-site technical support to 25+ users weekly following laptop replacements, resolving issues such as VPN connectivity, Printer connectivity, SIM card activation, and licensed software access. Also restored custom user settings, configured Microsoft 365 applications including shared Outlook inboxes, and transferred OneNote files, and password resets ensuring a seamless and personalized user experience
- Streamlined device decommissioning by remotely wiping devices through Intune, ensuring accurate CMDB updates in ServiceNow to keep inventory properly up to date, and efficiently preparing hardware for e-waste disposal

UCSF (Intern | *Year up*), *San Francisco, CA*   *Feb 2023 - July 2023*
Refresh Technician

- Imaged 75+ laptops, micro form factors, and AIOs weekly using MDT, configuring devices with the correct domain, hostname, and ensuring proper setup, Included configuration of peripherals, software programs, network connections, and printers to ensure full functionality and readiness for deployment
- Assisted in IT cross-departmental initiatives, including training and onboarding students and employees on Active Directory account setup, and software program utilization ensuring smooth and efficient first-time workflow

SKILLS

Certifications: *Google Coursera IT Support, TryHackMe Pre-security, TryHackMe Intro to Cyber Security*
IT Tools & Software: *Microsoft 365, Microsoft Azure, Intune, Active Directory, ServiceNow, AutoPilot, Licensed software*
Operating Systems: *Windows*
Expertise: *IT help desk, Asset management, Troubleshooting, Software installation, Data Transferring, Network Support*
Soft Skills: *Problem Solving, Organization, Customer Service, Documentation, Team Collaboration, Adaptability*