FERNANDO A MCKENZIE

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Field Support | Logistics | Hardware/Software Integration

PROFESSIONAL SUMMARY

IT Support Specialist with 10+ years of experience across Tier 1/2 help desk, endpoint management, Active Directory administration, and on-site IT deployments. Skilled in Microsoft 365, Windows OS, VPN support, and troubleshooting across desktops, laptops, mobile devices, and peripherals. Experienced with Microsoft Intune, basic networking concepts (TCP/IP, VLANs), and endpoint imaging. Previously held Secret clearance, valid WA driver's license and physically capable of field IT support.

PROFESSIONAL EXPERIENCE

Freelance IT Research Developer | Visionary Codeworks | Seattle, WA | Jun 2023 – Present

- Created technical documentation in Confluence to standardize deployment procedures and reduce onboarding time for new developers.
- Tracked tasks, bugs, and feature requests through Jira, enabling clear status visibility and faster handoffs between teams.
- Provided day-to-day IT support including imaging, workstation prep, and troubleshooting end-user issues across Windows, Linux and macOS systems.
- Used Microsoft Intune and Azure Active Directory to provision, manage, and secure endpoints across multiple test environments.
- Documented and deployed device configuration policies using cloud management tools.

Enterprise Architect (Intern) | Costco | Issaquah, WA | Jan 2025 – April 2025

- Architected an enterprise-wide resiliency scorecard in Power BI, exposing live telemetry from 200+ apps and closing disaster-recovery gaps by 35 %.
- Used Jira and Azure DevOps to manage sprint planning, track user stories, and monitor issue resolution across cloud infrastructure projects.
- Automated patch-compliance reporting via Azure DevOps pipelines, shrinking audit prep from 3 days to 2 hours per cycle.
- Mapped 150+ cloud/on-prem dependencies and presented a risk-remediation roadmap adopted for FY25 capital planning.

Inventory Systems Analyst | Topline Counters | Sumner, WA | Jan 2020 – Mar 2020

- Integrated an ERP with real-time inventory data, boosting stock accuracy and eliminating discrepancies through automated tracking

Inventory Control Specialist | EZ-Access | Auburn, WA | Feb 2019 – Aug 2019

- Implemented digital scheduling and tracking tools that streamlined vendor coordination and cut shipping errors by 25%.
- Supervised material handling processes, ensuring warehouse safety and regulatory compliance.
- Coordinated warehouse storage optimization using digital tools, improving pick/pack efficiency.

Supply Chain Specialist 92Y | United States Army | Various Locations | Feb 2010 – Mar 2018

- Oversaw the full transition from legacy Property Book Unit Supply Enhanced (PBUSE) to Global Combat Support System-Army (GCSS-Army) for over 1,200 personnel, improving asset visibility and reducing reconciliation time by 30 percent.
- Directed lifecycle management for 50K+ unique pieces of equipment worldwide; executed audits with 98% accuracy and reduced loss incidents by 15%
- Trained and supported 200+ soldiers on new logistics platforms, elevating deployment readiness and ensuring policy compliance.
- Maintained warehouse and motor pool logistics environments under DoD safety protocols.

System Administrator | Visionary Group Holdings | Sacramento, CA | Feb 2008 – Dec 2010

- Managed Active Directory user accounts, group policy, and access provisioning.
- Configured VPN clients and remote access tools for secure off-site connectivity.
- Supported Microsoft 365 apps, file permissions, and mailbox troubleshooting.

- Maintained and documented IT asset inventory for all deployed hardware.

Help Desk Technician | CompUSA | Sacramento, CA | Jun 2006 – Feb 2008
- Supported break/fix issues, OS troubleshooting, hardware swaps, and account management in a high-volume, walk-up support environment.
- Installed and configured printers, phones, and conference room Audio/Video systems.
- Provided software support across Windows and early Microsoft Office environments.

EDUCATION
- Master of Science: Computer Science | City University of Seattle
- Bachelor of Science: Information Technology | City University of Seattle

Certification
- Security + (In-Progress)
- CISSP (In-Progress)

SKILLS
- Tools: Jira, Confluence, ServiceNow, Azure DevOps
- IT Support: Windows 10/11, macOS, Linux user onboarding/offboarding.
- User Management: Active Directory, Group Policy, Exchange Online.
- Data & Analytics (Power BI, SQL, Python)
- Networking: TCP/IP, DNS, DHCP, cabling, patch panels
- Mobile Device Management (MDM), IT Asset Tracking
- Excellent communication & customer service
- Physical Support: Lifting, cabling, workstation assembly
- Supply Chain: Inventory tracking, physical asset handling