JEREMY BELLARD

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PROFESSIONAL SUMMARY

Service Desk Level 2 Specialist with over 14 years of hands-on experience in enterprise endpoint lifecycle management, tier-2 technical escalations, and systems administration. Proven track record administering Microsoft Intune, Windows Autopilot, Entra ID (Azure AD), and FreshService/ServiceNow ticketing across corporate and field operations. Skilled at reducing escalation volume, authoring enterprise Knowledge Base documentation, and collaborating with infrastructure and security teams to maintain high system availability.

CORE COMPETENCIES

- **Service Desk & Incident Management:** Tier 2/3 Escalations, FreshService, ServiceNow, SLA Adherence, Root Cause Analysis, Remote Support (BeyondTrust/PRA, DameWare).
- **Identity, Access & Licensing:** Entra ID (Azure AD), Active Directory, MFA Enforcement, Group Policy (GPO), Role-Based Access Control (RBAC), SSO, Shared Mailboxes.
- **Endpoint Lifecycle & MDM:** Microsoft Intune, Windows Autopilot, Apple Business Manager (iOS), Device Imaging & Decommissioning, CMDB Asset Tracking.
- **Enterprise Collaboration:** Microsoft 365 (Exchange Online, SharePoint, Teams, OneDrive), Copilot/Work IQ Governance, Google Workspace.
- **Hardware & Peripherals:** Desktops, Laptops, Mobile Devices, VoIP Systems, Enterprise Printers, Docking Stations, Conference AV.
- **Networking Fundamentals:** TCP/IP, DNS, DHCP, VPN (FortiClient), Wi-Fi Troubleshooting, Basic Switch Port Diagnostics.

PROFESSIONAL EXPERIENCE

NPK International / Newpark Resources Inc. | Carencro, LA

Service Desk II — Global Services & Security | *September 2024 – October 2026*

- Provided tier-2 escalation support across corporate and field locations, resolving complex hardware, Windows 10/11, network, and application issues within SLA.
- Drove endpoint lifecycle workflows end-to-end: zero-touch provisioning via Intune/Autopilot, device resets, legal-hold compliance, CMDB tracking, and asset salvage.
- Administered Entra ID and M365 licensing, managing identity lifecycles (onboarding/offboarding), security groups, and shared mailbox delegations.
- Authored standardized Knowledge Base articles and SOPs in FreshService, emphasizing step-by-step resolution notes and screenshots that improved first-contact resolution.
- Coordinated physical site readiness and vendor management for access control, Genetec CCTV camera infrastructure, and IP/MAC device routing.
- Prepared and published recurring executive operational updates, summarizing local IT incidents, network status, and technology enhancement projects.
- Formulated governance proposals for Microsoft 365 Copilot / Work IQ adoption, establishing guardrails for identity controls, monitoring, and data handling.

Expro Americas | Broussard, LA

IT Operations Analyst | *September 2013 – September 2024*

- Delivered 11 years of high-volume helpdesk and technical operations support, serving 500+ corporate and field personnel with a consistent 95%+ satisfaction rating.
- Handled tier-1 and tier-2 ticketing queues, diagnosing software bugs, network connectivity drops, Active Directory permissions, and email routing errors.
- Created and executed batch (BAT) scripts to automate routine workstation configuration, file cleanup, and application installation.
- Designed onboarding documentation and led formal IT orientation sessions for new company employees, accelerating new-hire productivity.
- Collaborated with systems engineers on workstation migrations, hardware rollouts, and multi-site technology transitions during corporate restructuring.

Xtreme PC Service | Lafayette, LA

Owner & Lead Systems Technician | *June 2009 – September 2013*

- Provided end-to-end technology solutions, repair, and network support for regional small businesses and individual clients.
- Troubleshot operating system crashes, hardware failures, malware infections, and data recovery scenarios with rapid turnaround times.
- Configured local point-of-sale (POS) systems, wired/wireless network setups, and backup solutions.
- Handled client communications, scheduling, remote diagnostics, and bookkeeping.

EDUCATION

Associate of Science (AS) in Industrial Technology

South Louisiana Community College | Lafayette, LA | *Cumulative GPA: 3.0*