

Roosevelt Segura

Experienced IT Support and Cloud Technician with a proven track record supporting remote teams and distributed employees. Adept at virtual troubleshooting, cloud-driven solutions, and using digital collaboration tools to ensure seamless IT operations in hybrid and fully remote environments. Committed to continuous learning and empowering global workforces with secure, scalable technology.

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EXPERIENCE

Peak Scientific, Westford, MA — IT Service Delivery Specialist

Apr 2024 – PRESENT

As an IT Specialist reporting to the IT Infrastructure Manager, I provided Tier 1 and Tier 2 support primarily to North American colleagues, while collaborating with global IT teams in India and Europe. My responsibilities included fulfilling service requests and incidents within SLAs, troubleshooting infrastructure and software applications with end-users and business analysts, and managing equipment setups for new employees, including laptops, mobile devices, and printers. I used Zendesk to track requests, incidents, and change requests, ensuring minimal business disruption and traceability. Working as part of a global team, I handled issue handovers across time zones and supported incidents from the global IT queue. I partnered with business, development, and testing teams to deliver tested systems, suggested infrastructure improvements, demonstrated stakeholder management, and showed the ability to work under pressure and maintain attention to detail.

Foundation Medicine, Cambridge, MA — Service Desk Tech II

Oct 2023 – MAR 2024

First-line technical assistance to employees and lab staff, managing ticket resolutions, and supporting the Service Desk during major incidents. Key tasks include creating user accounts, configuring laptops, setting up email and printers, installing software, and troubleshooting audio, visual, and network issues. It involves remote maintenance and office setups, aiming to achieve high customer satisfaction through both online and in-person support.

PSM Partners at Institute for Health Improvement, Boston, MA — Service Desk Engineer

JUN 2023 – OCT 2023

In this role, I regularly reviewed and assigned issues submitted to ConnectWise Service Boards via email, phone, and system alerts. I provided Level 1 support for critical IT infrastructure, including Active

CERTIFICATIONS

AWS Certified Cloud Practitioner
Dec/2023 – Dec/2026

CompTIA Security+ CE
Apr/2016 – Apr/2019

Microsoft Certified: Azure Fundamentals
May/2021

Core Skills

Microsoft Product Administration
(M365, Azure, Server)

IT Service Management (ConnectWise, Zendesk, ServiceNow, Jira)

Web Development (JavaScript, Angular, Node.js, PHP, APIs, Git)

Infrastructure (Active Directory, Citrix Workspace, VMware, Docker, Linux, SQL Server)

Security (CompTIA Security+, CyberArk, Okta, SAML, Sophos)

Bilingual (English/Spanish)

Directory, Office 365, Azure, Defender, and Intune. I also maintained current documentation for network, voice, server, and cloud systems to facilitate troubleshooting, maintenance, and ensure business continuity.

Ventus Therapeutics, Waltham, MA — *IT Specialist*

JUL 2022 - JUN 2023

During my time, I managed IT inventory and lab equipment at Waltham, co-managed the Microsoft 365 tenant, and implemented Jira Service Management. I introduced GitHub Enterprise, ensured a quick setup for the office relocation, and established a centralized SQL server for lab data.

Pillar Biosciences, Natick, MA — *Sr. Desktop Support Specialist*

FEB 2022 - JUL 2022

In this role, I created Microsoft 365 Teams and email distribution lists to support organizational communication needs. I performed troubleshooting for conference room systems to ensure seamless meeting operations and managed the full onboarding and offboarding processes for users. Additionally, I troubleshoot network and VPN issues using the FortiGate portal to maintain secure and reliable connectivity for all users.

Jounce Therapeutics, Cambridge, MA — *Sr. Desktop Support Specialist*

JUL 2021 - FEB 2022

I created VMs for user and business needs, managed Box accounts and permissions, troubleshoot CyberArk SSO and Cortex XDR alerts, and collaborated with vendors to maintain lab equipment and resolve network issues through Cisco Meraki.

Massachusetts General Hospital, Boston, MA — *Desktop Support Analyst*

MAY 2019 - JUL 2021

I contributed to developing a bug-tracking web app for Radiation Oncology using various programming languages. I provided desk-side support for Radiology at BWH and Radiation Oncology at MGH. I played a key role in the Windows 10 upgrade project for Radiology at both institutions. I also acted as an intermediary between enterprise Information Systems and end-users, ensuring effective communication and support.

PROJECTS

OneView — MGH/BWH Radiology Windows 10 upgrade.

