

Forrest M. Sample

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portfolio: <https://villagehiddenintech.com/>

Summary

Friendly and engaging Desktop Technician with four years of experience in repairing hardware, diagnosing network & software issues. Passionate about providing clients with top-quality service by offering detailed troubleshooting instructions, using strong communication skills and exhibiting patience throughout each customer experience.

Experience

DESKTOP SUPPORT TECHNICIAN | MPOWER | AUGUST 2022 – PRESENT

- Offer the highest level of customer service by prioritizing tickets and answering users request in a timely manner minimizing downtime.
- Assist users with MFA configuration in Microsoft Authenticator and Google Authenticator.
- Involved with OS migration from Windows 7 to Windows 10 and currently assisting in the migration to Windows 11.
- Train new desktop technicians in day to day company operations.
- Coordinate with other departments to ensure users accounts are created properly and put into appropriate groups using Azure AD

TECHNICAL SUPPORT SPECIALIST | PARX CASINO | AUGUST 2019 – AUGUST 2022

- Assist users with the creation of their accounts and MFA configuration via email, chats, and phone calls.
- Provide great customer service while troubleshooting user issues.
- Troubleshoot mobile device issues for both Android and IOS.
- Provide information in regards to withdraw processes, online casino and sports book rules and events.
- Escalate tickets to Risk Management or Tier 2 support when user issues needs further investigation

CASINO TABLE GAMES DEALER | PARX CASINO | AUGUST 2013 – AUGUST 2022

- Educate patrons of table game rules, side bets, and current casino promotions.
- Maintain game security and integrity while providing excellent customer service.
- Provide information in regards to cash-in/cash-out process, chip markers, and cash advancements.

Education

A.A. IN COMPUTER INFORMATION SYSTEMS | SEPTEMBER 2019 | COMMUNITY COLLEGE OF PHILADELPHIA, PHILADELPHIA, PA

Certifications and Licenses

COMPTIA SECURITY+ | JUNE 2025 TO JUNE2028

ISC2 CERTIFIED IN CYBERSECURITY | JANUARY 2024 TO JANUARY 2027

GOOGLE CYBERSECURITY CERTIFICATE | AUGUST 2023

Skills & Abilities

- Azure AD
- Microsoft 0365
- Software Troubleshooting
- ServiceNow/Jira
- Python
- Lua
- Microsoft Windows