

# 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

### **JUNIOR SYSTEM ADMINISTRATOR | TERATECH | AUGUST 2025 – NOVEMBER 2025**

- Handle user account provisioning, access requests, and license management in Entra ID.
- Proactively scanned, detected, and remediated security threats across endpoints using Huntress managed security platform.
- Successfully deployed and provisioned new devices using Windows Autopilot and Intune, ensuring standardized configuration.
- Configured and deployed Wireless Access Points using Datto and Meraki.
- Streamlined software distribution and automated application deployment using Intune.
- Assist users with MFA configuration in Microsoft Authenticator.
- Involved with OS migration from Windows 10 to Windows 11.

### **DESKTOP SUPPORT TECHNICIAN | MPOWER | AUGUST 2022 – AUGUST 2025**

- 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.
- Provisioned and deployed SIP softphone software to call center representatives, ensuring reliable VoIP connectivity for critical business operations.
- 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

## 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

- Entra
- Microsoft O365/Exchange
- Software Troubleshooting
- Intune
- NinjaOne
- ServiceNow/Jira
- Python
- Lua
- Microsoft Windows