JULIAN MERCER

IT SUPPORT SPECIALIST

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PROFESSIONAL SUMMARY

IT Support Specialist with 5+ years resolving desktop, identity, and collaboration issues for hybrid workforces. Combines patient troubleshooting, clear documentation, and ticket discipline to keep employees productive and devices secure.

PROFESSIONAL EXPERIENCE

IT Support Specialist Jan 2024 - Present
Slack, San Francisco, CA

- Resolved 75+ weekly tickets for laptops, SSO, and Google Workspace issues, holding a 4.7/5 satisfaction rating while keeping first response under 30 minutes.
- Enrolled and configured 400 MacBooks through Jamf and Okta, cutting new-hire setup from 90 to 35 minutes.
- Wrote 30 knowledge-base articles from recurring tickets and linked them in ticket macros, reducing repeat password and VPN requests 24% within two quarters.
- Escalated suspected phishing and device-loss reports to security with full context and device details, supporting same-day response and remote wipes when needed.
- Joined the on-call rotation for office outages, restoring network or printer service within two hours on most incidents.
- Rolled out a macOS update schedule with staged groups, reaching 95% compliance within two weeks of each release.
- Built a Slack-based intake form for IT requests that cut incomplete tickets by about a third and sped up first response.

IT Support Associate Jun 2021 - Dec 2023

- Supported 1,200 employees across macOS and Windows, closing 88% of tickets at first contact.
- Managed user accounts, groups, and licenses in Okta and Google Workspace, completing onboarding and offboarding requests within one business day.
- Set up and maintained conference-room video systems in three offices, writing quick setup guides for local site contacts.
- Coached two new technicians on triage and escalation standards using shadowed tickets and a short checklist, shortening their ramp-up time to about three weeks.
- Tracked tickets in Jira Service Management and updated users promptly, meeting response targets on every assigned queue.
- Documented fixes for the ten most common ticket types in the help center, reducing repeat contacts by about 15%.
- Managed laptop returns and replacements for departing and remote staff, recovering 97% of devices within 14 days of the last day.

CORE SKILLS

Desktop support | Ticketing systems | ServiceNow | Jamf | Active Directory | Okta SSO | Windows 11 | macOS | Google Workspace | Microsoft 365 | Device imaging | Asset tracking | Knowledge base writing | Customer service

EDUCATION

B.S. in Information Technology, Minnesota State University, Mankato, Mankato, MN

CERTIFICATIONS

CompTIA A+ | Google IT Support Professional Certificate