Julien L. Durel

IT Support Specialist | Help Desk Technician (Tier-1)

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SUMMARY

Tier-1 IT Support Specialist supporting 150+ Windows 10/11 endpoints in a secure DoD environment. Resolves 20–30 weekly incidents including login failures, DNS issues, VPN connectivity problems, printer errors, application faults, and endpoint performance issues. Experience with Microsoft 365, Entra ID, workstation imaging, remote desktop support, and ServiceNow ticket workflows. Builds PowerShell diagnostics scripts and documents troubleshooting scenarios through a public GitHub portfolio.

TECHNICAL SKILLS

Windows 10/11 • Microsoft 365 • Entra ID (Azure AD) • Active Directory Concepts • TCP/IP • DNS • DHCP • VPN Troubleshooting

Remote Desktop • Endpoint Troubleshooting • Windows Services • Task Manager Diagnostics • Disk Space Management

ServiceNow (Incident Lifecycle) • PowerShell Diagnostics • Troubleshooting Automation

PROFESSIONAL EXPERIENCE

Tier-1 Help Desk Support — United States Air Force | New Hanover Township, NJ | 2024–2026

- Supported 150+ Windows 10/11 endpoints providing Tier-1 helpdesk support in a secure DoD environment.
- Resolved 20–30 weekly incidents including login failures, DNS issues, VPN connectivity problems, printer failures, and application errors.
- Performed workstation imaging and deployment for 40+ systems while maintaining secure configuration baselines.
- Documented troubleshooting steps and resolutions within ticket workflows aligned with SLA expectations.

IT Support Labs — Boots2Bytes SkillBridge | 2025–Present

- Built Microsoft 365 / Entra lab demonstrating user provisioning, password resets, licensing management, and sign-in troubleshooting.
- Simulated ServiceNow incident workflows including ticket triage, work notes, and resolution documentation.

- Developed PowerShell diagnostics scripts for system information, services, disk usage, and endpoint health checks.
- Documented troubleshooting scenarios including DNS failures, print spooler outages, high CPU usage, and low disk space incidents.

ADDITIONAL EXPERIENCE

Vehicle Maintenance Technician — United States Air Force | 2022–Present

- Applied structured troubleshooting and fault-isolation procedures on complex mechanical systems.
- Documented corrective actions and coordinated repairs in regulated technical environments.

TECHNICAL PORTFOLIO

GitHub: github.com/Julentry | Portfolio: julentry.github.io

- Helpdesk Automation (PowerShell) — diagnostics scripts for system information, services, disk usage, and troubleshooting checks.
- Microsoft 365 / Entra Helpdesk Lab — user provisioning, password reset, and account troubleshooting workflows.
- ServiceNow Incident Workflow Lab — incident creation, triage, documentation, and resolution lifecycle.
- Tier-1 Helpdesk Incident Response Lab — DNS troubleshooting, Windows service recovery, high CPU diagnostics, and disk space remediation.

EDUCATION

B.S. Cybersecurity & Information Assurance — Western Governors University (Start: Mar 2026)

CompTIA Security+ — In Progress

SECURITY CLEARANCE

Active DoD Secret Clearance