

ELAZAR FERRER

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PROFESSIONAL SUMMARY

Customer-focused technical support professional with 4+ years resolving hardware, software, and connectivity issues in high-volume call center environments. Experienced in troubleshooting Windows 10, iOS, macOS, smartphones, tablets, and enterprise applications for large user bases. Consistent 98%+ customer satisfaction rating across Tier 1–2 support roles. Calm and composed under pressure, with strong verbal communication skills and a passion for delivering first-call resolution.

CORE COMPETENCIES

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| Hardware & Software Troubleshooting | iOS, macOS, Android & Windows Device Support |
| Tier 1–2 Help Desk & Call Center Support | Customer Communication & First-Call Resolution |
| Active Directory & Account Management | Remote Desktop & VPN Connectivity Support |
| Incident Documentation (ServiceNow / Jira) | Root Cause Analysis & Knowledge Base Authoring |
| HIPAA-Compliant IT Environments | Adaptable, Coachable & Team-Collaborative |

CERTIFICATIONS & EDUCATION

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| CompTIA Security+ — In Progress | (Exam scheduled 04/2026) |
| Google Healthcare IT Support Certificate — Johns Hopkins University (Virtual) | 02/2026 |
| Google Cybersecurity Professional Certificate — Google (Virtual) | 12/2025 |

PROFESSIONAL EXPERIENCE

Cyber GRC Intern | Skillweed | Lubbock, TX 01/2026 – 03/2026

Applied IT risk and compliance frameworks in an enterprise environment, supporting security operations and documentation initiatives.

- Mapped NIST CSF 2.0 controls to organizational security policies, identifying gaps in IT risk posture across infrastructure and endpoint domains.
- Drafted SBAR reports and security awareness training materials, communicating technical findings clearly to non-technical stakeholders.
- Conducted third-party vendor risk evaluations, assessing compliance against internal security standards.
- Supported audit-readiness initiatives through structured documentation and evidence collection aligned to compliance frameworks.

IT Systems & Identity Administrator | Alorica — CVS Health Contract | Remote 11/2024 – 12/2025

Remote enterprise IT support for 500+ CVS insurance representatives — resolving identity, device, and application issues across virtual production systems in a regulated healthcare environment.

- Provided remote troubleshooting and identity support for a distributed workforce, resolving access failures, connectivity issues, and EHR application errors for 500+ users across multiple time zones.
- Configured MFA and SSO for Electronic Health Record systems (Epic, NextGen), guiding users through setup and resolving login/access issues with clear step-by-step communication.
- Performed root cause analysis on authentication and connectivity failures; authored After-Action Reports identifying systemic causes and reducing repeat support tickets.
- Enforced change management and audit-ready documentation for all account modifications — maintaining compliance standards in a HIPAA-regulated IT environment.

IT Help Desk Specialist | AT&T | Lubbock, TX 09/2022 – 10/2024

Tier 2 technical support for 100+ retention representatives in a high-volume call center — troubleshooting devices, applications, and connectivity issues with a consistent 98% customer satisfaction rating.

- Diagnosed and resolved hardware, software, network connectivity, and application failures across Windows 10 endpoints, smartphones, and peripheral devices — maintaining workflow continuity for 100+ active users.
- Managed Active Directory accounts — provisioning, password resets, MFA setup — ensuring fast, secure access to enterprise CRM systems and reducing wait times for end users.

- Documented 50+ monthly incidents in ServiceNow/Jira and authored knowledge base articles that improved team resolution efficiency by 20%, directly reducing average time-to-resolution.
 - Performed root cause analysis on recurring device and application failures, delivering permanent fixes that cut repeat ticket volume and improved overall support quality.
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