

Marco Chelo

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[linked in](#) • New York, US

IT Consultant

Tech-savvy and performance driven professional with extensive experience in IAM (identity access management). Adept at maintaining, analyzing, and troubleshooting solutions for computer systems, hardware, and computer peripherals by using a wide range of technologies. Demonstrated excellence in delivering timely solutions to escalated incidents, service requests, and problems by implementing proactive problem management process.. Instrumental in delivering updated and enhanced existing services while providing continuous service improvements. Focused project manager with in-depth understanding of software concepts, including user applications and operating systems. Remarkable efficiency in leading large-scale IT projects as well as training and managing teams for executing process / service enhancements. Articulate and refined communicator with aptitude for fostering long-term professional relationships with key clients, stakeholders, and executive administration.

Areas of Expertise

- Network Administration
- Customer Care & Support
- Technical Support & Development
- Identity Access Management
- Cross-Functional Collaboration
- Team Training & Development
- IT Front Desk Support
- Relationship Building
- Regulatory Compliance
- Server Patching & Maintenance
- Project Management
- Conflict & Issue Resolution

Technical Proficiencies

Operating Systems: Windows server 2016, 2019 Windows 11, and Mac operating systems.

Software Applications: Office365, SharePoint, MS Teams, Innotas Plainview, ServiceNow, Vmware, Pointsec, Adobe suite, Omada Identity Suite, Active Directory, Bomgar, Manage Engine Password Manager, Ad Manager, Ad Audit, QuickBooks, Visio, Ms-Project, Right fax, Safe net, Word press, Open text right fax

Languages: HTML, XML, JavaScript, DOS, PowerShell

Career Experience

Useready.com, New York
Field IT Support Technician

12/10/2021 – Present

Manage and assist executives with desktop, cloud applications, and networking issues. Oversee day-to-day IT operations and perform configuration / setting-up of desktops, laptops, phones, and printers. Travel and coordinate with key VIP clients, including JPMorgan, Mongo Databases, and Bank of America to facilitate roll outs, decommissioning, and user support for Windows and Mac. Assist users with token / passwords issues with tools such as safe net and manage engine password manager.

New York State Insurance Fund, New York, N.Y.
Identity Access Manager / Information Technology Specialist III

2011 – 2021

Led, trained, and developed cross-functional team to provide access to all NYSIF software resources. Designed the implementation of Omada Identity Suite for multiple offices statewide while assisting as user access desk supervisor. Conducted real time monitoring and modified job roles while accessing permissions using FIM / Omada Interface, Active Directory, and various tools. Assisted executives and regular users with software / hardware

troubleshooting issues remotely and in person. Automated complete desktop management life cycle and scanned workstations / peripherals for vulnerabilities in Manage Engine web-based server. Configured and set-up computer systems, hardware and computer peripheral devices. Trained, mentored, and coached staff on creating drafts for auditors / executive staff. Delivered 12 direct reports and coordinated with SSA's (system support aids) schedules and duties. Managed, monitored, and actively participated in various IT projects, including complex integrations of payroll systems. Interfaced with several vendors in reference to resolve issues and support procurement. Tracked yearly recertification for 2500 employees and contractors, including + 50K permissions / entitlements for various IT applications. Participated in DR drills to test redundancy of systems and to provide access to users in emergency situations.

- Enhanced project planning and execution by creating timelines and approving timesheets in Innotas Plainview software.
- Adhered to organization internal policies and compliance regulations by creating annual user entitlements recertification, and responding to audit findings.
- Improved employee service management by maintaining SLA's and responding to tickets in Service Now.
- Accomplished connecting 2.5K identities from HR System to Active directory and Oracle database for management of permissions / execution of recertification survey by executing Omada Identity management project.
- Connected the New York state Insurance Fund / Civil Service HR feeds to Active Directory and the Omada Identity Suite effectively automating the onboarding and termination of employees and contractors
- Managed the Open Text right fax application handling 100k faxes monthly.
- Supported and patched seven windows servers three for Omada identity suite and four for the right fax collective.

New York State Insurance Fund, New York, N.Y.
Information Technology Specialist II / Help desk Support

2007 – 2011

Collaborated with New York help desk, training staff, and drafting help desk procedures to streamline organizational operations. Monitored phone calls for training purposes and drafted helpdesk manual. Managed and monitored various IT projects as well as supported users / executives with desktop, email, and cloud applications. Administered Right Fax system four servers to provide fax functionality statewide.

- Managed NYSIF \$900K budget for the printer replacement project across NYSIF offices statewide modernizing the printer fleet.
- Led the printer swap for NYSIF offices statewide, tested the new machines, and configured the new scanning system.
- Created print queues on print server for desktops and vdi for the new printers rollout
- Managed share folders on servers editing user access improving security and privacy for important documents and folders.

Education

Bachelor of Science in Business Administration
SUNY, Empire College, 2009

Certifications

Business Administration: Assisting Users in a Windows environment, ITIL Foundation People Cert Code: 452698-509653

Additional Experience

Information Technology Specialist I, New York State Insurance Fund

Co-founder, ODMINC.COM, Internet Agency, New York, N.Y
Owner – Viaggiare, Inc. Travel

Languages

Italian: Native
French: Conversational
Spanish: Conversational