

CYRUS GANT

(240) 498-7173 | cyrusng4@gmail.com | cyrusgant.tech

Professional Summary

Results-driven IT professional with 5+ years of progressive experience in help desk support, systems administration, and field service across MSP environments. Proven ability to implement and support complex IT infrastructure, including Windows Server, Microsoft 365, Azure, and Cisco Meraki. Holds multiple industry certifications including Network+, Security+, Azure Administrator, and AWS Cloud Practitioner. Skilled in client-facing support, technical escalation, and delivering solutions that align with best practices and evolving technology trends.

Career Highlights

- **Cloud Migrations:** Assisted with Microsoft 365 implementations and SharePoint migrations.
- **Firewall Deployment & Network Builds:** Configured SonicWall firewalls, VPNs, NAT policies; installed Meraki switches/APs.
- **Field Services for Clients:** Supported Maryland Association of Boards of Education on-site.
- **Automation & RMM Tools:** Utilized NinjaOne and ConnectWise for proactive system management.
- **Technical Escalation Point:** Delivered Level 2 support for AD, Windows Server, and networking.
- **Client Communication Excellence:** Maintained high satisfaction through clear, timely updates.

Certifications

- **CompTIA:** Security+ | Network+ | A+
- **Microsoft:** Azure Administrator (AZ-104), Azure Fundamentals (AZ-900), M365 Fundamentals (MS-900)
- **AWS:** Certified Cloud Practitioner

Technical Skills

- **Systems:** Windows Server 2016/2019, Active Directory, Group Policy, DHCP, DNS
- **Networking:** SonicWall firewall configuration, Cisco/Meraki switches, VPN, NAT policies
- **Cloud:** Azure AD, Entra ID, Exchange Online, SharePoint, M365 Administration
- **Tools:** NinjaOne, ConnectWise, Citrix, Barracuda, Datto, Macrium, Jira, Zendesk

- Support: On-site and remote troubleshooting, RMM systems, customer-focused IT delivery

Professional Experience

Alliance InfoSystems – Hunt Valley, MD (IT Support Technician II, Dec 2022 – Present)

- Delivered on-site and remote technical support for clients.
- Provided support for Microsoft 365, Windows Server, LAN/WAN environments.
- Administered Cisco Meraki and SonicWall equipment.
- Implemented VPN, Citrix, and Terminal Services.
- Supported disaster recovery and documentation in ConnectWise.
- Ensured high client satisfaction through effective communication.

Changing Technologies, Inc. – Washington, D.C. (IT Help Desk Support Technician, Jul 2020 – Aug 2022)

- Provided Level 1/2 support via Jira Service Desk.
- Imaged and deployed systems using Macrium.
- Supported AD user provisioning, licensing, and documentation.

Yakshna Solutions, Inc. – Herndon, VA (Network Cable Install & IT Help Desk, Jul 2019 – Jul 2020)

- Resolved support tickets via Zendesk.
- Installed data center hardware; ran Cat5e/6 cabling.
- Managed inventory and equipment procurement.

Dynamic Technical Solutions – Washington, D.C. (Intern, Aug 2017 – Jun 2019)

- Configured Windows Server, AD, DNS, GPOs.
- Implemented SonicWall firewall rules and DHCP/VPN.

Education

Bowie High School – Bowie, MD

High School Diploma