

Patrick Larue

Patricklarue@me.com • 407.690.0038 • Hanover, MD, USA • <https://www.linkedin.com/in/patricklarue/> • [Personal Site](#)

SUMMARY

Results-driven IT professional with 5+ years of progressive experience in help desk and service desk environments, specializing in end-user support, IT service management, and team training. Proven ability to resolve complex technical issues, streamline service desk operations, and deliver exceptional customer experiences. Recognized for mentoring new team members, improving knowledge bases, and collaborating with cross-functional teams to enhance support efficiency.

EXPERIENCE

Baltimore City Information Technology (BCIT), End User Support Specialist II *Mar 2026 - Present*

- Provide Tier 1-2 desktop support for end-users across City of Baltimore departments as part of the BCIT Infrastructure Team, diagnosing and resolving hardware, software, and network issues.
- Install, repair, and maintain computer hardware, peripherals, and IT equipment to minimize downtime and ensure reliable operations.
- Administer user accounts, access rights, and security in Active Directory, maintaining data integrity and file system security.
- Evaluate and troubleshoot network connectivity to ensure desktops and systems integrate seamlessly across the city's infrastructure.
- Support system upgrades, patches, and deployment of new applications in collaboration with other BCIT teams.
- Deliver end-user training on new software and hardware, improving adoption and reducing repeat support requests.
- Maintain up-to-date computer inventory and support asset tracking for city departments.

Insero – DOJ - OJP Contract, Service Desk Specialist *Nov 2024 - Mar 2026*

- Utilized ServiceNow to resolve and escalate support tickets, improving resolution times and customer satisfaction.
- Trained new hires on JustGrants system processes, enhancing team onboarding and efficiency.
- Provided Active Directory modifications and Power Apps support to maintain accurate system access. Recognized for adaptability by being selected for advanced IT training within the first month.
- Partnered with cross-functional IT teams to improve service efficiency and reduce escalations.

Vitas Health Care, Systems Business Analyst *Jun 2023 - Sep 2024*

- Coordinated IT procurement and software licensing for enterprise-wide systems with multiple vendors.
- Managed hardware assets for 8,000+ employees.
- Provided weekly Power BI asset tracking reports to the Director of IT Field Support.
- Supported mobile device assignments, returns, and lifecycle management for field staff.
- Served as the primary point of contact for 3rd-party vendors on annual renewals and license distribution.

Vitas Health Care, Help Desk Analyst *May 2021 - Jun 2023*

- Delivered Tier 1–2 support for 7,000+ users across desktop, mobile, and enterprise applications ensuring smooth operations and providing effective solutions to end-users' technical issues.
- Administered accounts in Active Directory and remotely managed mobile devices with AirWatch.
- Diagnose and resolve hardware, software and network issues for desktops, laptops and mobile devices.
- Troubleshoot and resolve Microsoft 365 and Exchange Related Problems within INTUNE.
- Assist with multi-factor authentication setup and troubleshooting using tools such as OKTA Verify.
- Handled user account management and access rights in Active Directory, Microsoft licenses, and mailbox configuration in INTUNE
- Utilize VMWare (Horizon) for virtual machine management and troubleshooting

Sutherland Global Services, Associate Tech Support *Aug 2020 - May 2021*

- Supported 17M+ subscribers by resolving mobile app functionality issues, ensuring smooth user experience and high satisfaction rates.
- Handled case management via Salesforce CRM, including payments and account administration, improving efficiency and accuracy of customer service operations.
- Enhanced customer satisfaction by resolving technical issues promptly and effectively, contributing to a seamless user experience.

Insight Global – Hewlett Packard, IT Field Service Technician (Contractor) *Jan 2019 - Jan 2020*

- Installed, repaired, and maintained hardware, desktops, laptops, and printers, ensuring optimal performance and reliability.
- Delivered on-site customer support, enhancing efficiency and satisfaction, resulting in a ##% increase in customer satisfaction rates.
- Improved system uptime through proactive maintenance and troubleshooting of hardware issues.

JetBlue Airways, Inflight Crewmember

Mar 2016 - Jun 2018

- Demonstrated leadership and conflict resolution skills, ensuring passenger safety and satisfaction in high-pressure environments.
- Served as the first point of escalation for passenger issues, resolving conflicts and maintaining high customer satisfaction rates.
- Improved customer satisfaction rates through effective communication and problem-solving.

EDUCATION

Western Governors University

Bachelor's Degree • Cybersecurity and Information Assurance • 2026 - 2028

Minneapolis Community and Technical College

Associate of Arts • General Studies

LICENSES & CERTIFICATIONS

Advanced Software Development Certificate

University of Phoenix • 25O5-3W63-PBEV • Issued Mar 2025

SKILLS

Service Desk Leadership: Training, mentoring, and coaching new hires; team collaboration; workflow optimization • IT Service Management: ServiceNow, ticketing systems, escalation management, IT procurement • Technical Support: Hardware/software troubleshooting, Windows & Mac OS, Office 365/M365, Active Directory, Okta MFA, Workspace One (AirWatch), VMware Horizon • Customer Service Excellence: Conflict resolution, communication, user training, client satisfaction focus • System Administration: Account provisioning, license distribution (Smartsheet, Adobe, AutoDesk), Power Apps, AD Manager Plus • Asset Management: IT hardware/software lifecycle, procurement, vendor management, reporting

HONORS & AWARDS

National Honor Society of Leadership and Success

University of Phoenix • Apr 2025