

Edward Franco

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EDUCATION

Bachelor of Science in Information Technology

Florida International University | Miami, FL

WORK EXPERIENCE

Information Technology Service Desk Coordinator | Miami Heat | Miami, FL

December 2024 - Present

- Proactively monitored and remediated software updates, security vulnerabilities, and device compliance policies across all desktops, tablets, and phones using **HCL BigFix** and **Microsoft Intune MDM**.
- Managed user permissions and access control in a hybrid environment using **Azure AD** and on-premises Active Directory; utilized **Rapid7** to respond to and mitigate security threats, including viruses and malware.
- Managed a hybrid infrastructure, provisioning modern endpoints via Windows OOBE and **Azure AD**, supporting **vSphere** virtual environments, and using **PowerShell/Terminal** for Azure administration, while utilizing **Remote Desktop Manager (RDM)** to centrally secure and manage software license keys.

Operations and Technology Engineering Intern | NBCUniversal (Telemundo)

September 2024 - December 2024

- Provided critical technical support for a 24/7 live news environment, partnering with network engineers and post-production teams to diagnose and resolve issues on broadcast-critical systems like EVS servers, Avid Media Composer, and Chyron graphic engines.
- Maintained and optimized operational excellence for live on-air programming by supporting and resolving routing issues for professional displays and equipment connected to Evertz and Imagine Communications systems.
- Supported media-related projects by documenting operational workflows, enhancing content production data pipelines, and performing quality checks to protect broadcast content.

Information Technology Global Service Desk Intern | UKG

January 2024 - April 2024

- Expertly managed IT support and troubleshooting using a suite of advanced tools including ServiceNow, Microsoft Azure AD, Beyond Trust, and InContact SkyBox during remote sessions to promptly address and resolve user issues.
- Leveraged Microsoft Intune MDM for setup and management of both personal and corporate-owned devices across Windows and MacOS platforms, ensuring seamless integration and operation for all users.

LEADERSHIP

Director of Industry Relations | INIT FIU

December 2022 - December

2023

- Cultivated valuable partnerships and secured sponsorships by collaborating with companies, university departments, non-profit organizations, and community groups to support the organization and its initiatives.
- Fostered and nurtured enduring relationships with partners and sponsors, ensuring their sustained engagement and support throughout the academic year.

TECHNICAL SKILLS

Certifications: CompTIA A+, Network+, Microsoft AZ-900, Cisco CCNA (in progress)

Languages: Java, Python, HTML, CSS, JavaScript **Operating Systems:** Windows, MacOS, Linux **Cloud &**

Virtualization: Microsoft Entra ID (Azure), VMWare vSphere, Oracle Virtual Box, Linode **Endpoint & Systems:**

Microsoft Intune MDM, HCL BigFix, Active Directory, PowerShell, Terminal **Security & Networking:** Rapid7, Snort, Wireshark, Splunk Enterprise **Ticketing & Tools:** ServiceNow, AutoTask, Office365, Remote Desktop Manager **Data**

Formats: JSON, XML