

Blake Zaide

Chicago, IL • 312-927-4099 • blakekzaide123@gmail.com

LinkedIn: www.linkedin.com/in/blake-zaide

TECHNICAL SKILLS

Platforms & Tools: Microsoft 365 Admin Center, Exchange Online, SharePoint Online, OneDrive, Teams, Active Directory, Azure AD / Entra ID, Microsoft Intune, SCCM, IGEL, VDI, Omnisia Horizon 8, App Volumes (App-Vol), Cisco AnyConnect VPN, Cisco Meraki, Nextthink, ServiceNow, SailPoint IdentityNow, Zoom Administration

Core Skills: IT Support (Tier 1–2), VDI Troubleshooting, Identity & Access Management (IAM), MFA Support (DUO), Endpoint Management, Software Deployment, User Administration, Remote Support, IMAC, Asset Management, Ticket Management, Onboarding/Offboarding

Hardware: Laptops, Desktops, Mobile Devices (iOS/Android), Wireless Printers, Peripherals

Certifications: Certificate of Cloud Security Knowledge (CCSK) v4 — Cloud Security Alliance (CSA); IGEL Certified Professional (ICP) — IGEL Technology; ITIL 4 Foundation; Microsoft 365 Fundamentals MS-900

PROFESSIONAL EXPERIENCE

Options Clearing Corporation (OCC) — Senior Associate, Help Desk

Chicago, IL | October 2025 – Present

- Lead and facilitate onboarding for new hires and contractors, guiding users through account setup, VDI access, MFA enrollment, and OCC-specific tools.
- Process access provisioning, deprovisioning, and software entitlement requests through SailPoint.
- Perform Active Directory administration including password resets, account unlocks, and group membership updates.
- Administer DUO Mobile MFA including device resets, re-enrollment, and troubleshooting.
- Configure user accounts and authentication using Microsoft Entra ID Temporary Access Pass (TAP).
- Provide remote and in-office Tier 1–2 support across a Windows 11 VDI environment.
- Troubleshoot VPN connectivity issues using Cisco AnyConnect.
- Monitor and troubleshoot VDI performance using Omnisia Horizon 8.
- Utilize App Volumes (App-Vol) for application entitlements.
- Use Cisco Meraki for internal Wi-Fi credential generation.
- Manage Zoom administration including provisioning accounts and phone numbers.

Accenture — Senior Information Technology Support Analyst
Chicago, IL | December 2023 – October 2025

- Delivered remote and onsite IT support across hardware, software, VDI, and IGEL.
- Led new-hire orientation sessions.
- Executed proactive communication strategies via email, phone, and Teams.
- Managed IT equipment logistics including imaging with SCCM.
- Performed IMAC operations.
- Processed access provisioning and software entitlements through SailPoint.

Treehouse Foods — IT Support Level 2
Oak Brook, IL | June 2023 – December 2023

- Provided Tier 2 support for complex technical issues.
- Analyzed ticket trends and implemented long-term solutions.
- Supported Level 1 technicians.
- Coordinated with vendors and internal teams.
- Performed SCCM imaging and software deployment.

Amalgamated Bank of Chicago — Service Desk Analyst
Chicago, IL | July 2022 – February 2023

- Provided Tier 1 support resolving 90% of incidents at first contact.
- Troubleshoot Cisco WebEx, banking apps, Windows OS, and hardware.
- Logged and managed incidents in TOPdesk.
- Conducted root-cause analysis and created knowledge base articles.
- Supported remote users and A/V setups.

ITW (Illinois Tool Works) — Office 365 Analyst
Glenview, IL | September 2019 – July 2022

- Administered Microsoft 365 tenant including Exchange, SharePoint, OneDrive, Teams.
- Managed mailbox administration and security configurations.
- Oversaw SharePoint permissions and content management.
- Implemented Teams governance and security policies.
- Monitored compliance and security alerts.

Allstate Investments Technology — Security & Governance Analyst
Northbrook, IL | February 2019 – August 2019

- Processed user terminations ensuring secure access removal.
- Investigated suspicious login activity.
- Reviewed and submitted audit evidence.
- Created bi-weekly security newsletters.

EDUCATION

Year Up — Career Development Program

Chicago, IL | August 2018 – August 2019

- Completed professional training and a six-month internship at Allstate.
- Earned 31 ACE-approved transferable college credits.
- Coursework: Computer Applications, Advanced Excel, Business Writing, Public Speaking.