

Naomi Pel

904-885-0702 • naomijpel@gmail.com • Jacksonville, FL

<https://linkedin.com/in/naomipel>

Summary

IT Support Specialist with 5+ years of experience in high-volume technical environments. Expert in Windows and macOS administration, Microsoft 365, and Ticketing Systems to ensure seamless Remote IT Operations. Proven track record in troubleshooting complex hardware and software issues while maintaining strict SLA compliance in a B2B SaaS context.

Work Experience

Customer Service Associate

April 2024 – Present

PRUDENTIAL FINANCIAL, JACKSONVILLE, FL

- Resolve client inquiries through multi-chat management using Salesforce and Genesys CRM software to ensure 100% audit-ready data accuracy.
- Maintain high-precision sensitive account records while consistently meeting company SLAs within a compliance-driven Remote IT Operations environment.
- Escalate complex technical account discrepancies to cross-functional departments to resolve broker inquiries and improve service response times.
- Document recurring technical issues to create standardized internal support workflows, improving efficiency for digital communication links.

Technical Support

December 2024 – March 2025

PRUDENTIAL FINANCIAL, JACKSONVILLE, FL

- Troubleshoot software errors and connectivity issues for a distributed workforce to minimize operational downtime for remote users.
- Configured remote access protocols including VPN, MFA, and application workflows for enterprise users in a high-security financial environment.
- Maintained technical documentation and user access protocols within a high-security financial Remote IT Operations framework.
- Resolved Tier 1 technical support tickets by collaborating with senior IT teams to streamline enterprise-level troubleshooting procedures.

Executive Administrative Assistant

February 2021 – April 2024

A GIFT OF LOVE MULTI SERVICES LLC, JACKSONVILLE, FL

- Managed employee onboarding and patient intake documentation while maintaining strict Healthcare Privacy Regulations, specifically HIPAA and FERPA compliance.
- Maintained high-accuracy data entry and research across property databases to assess and match prospective client needs to available services.
- Configured professional written correspondence and outreach campaigns via email and phone to expand client reach by 30%.

- Resolved administrative logistics within a compassionate service-delivery framework, ensuring all recurring documentation was standardized.

Bank Teller

July 2021 – May 2022

WELLS FARGO, JACKSONVILLE, FL

- Maintained continuous compliance with federal regulations and internal audit requirements for sensitive data management and high-volume financial entry.
- Escalated suspicious activity and monitored transactions for potential fraud in accordance with strict security and Identity and Access Management (IAM) protocols.
- Resolved transaction discrepancies and addressed customer account concerns through professional communication and collaboration with leadership.
- Troubleshoot hardware issues with teller station equipment to maintain operational efficiency during high-volume customer service periods.

IT Help Desk Analyst

January 2020 – January 2021

BANK OF AMERICA, JACKSONVILLE, FL

- Resolved technical support tickets using the Remedy ITSM system, achieving a 60% first-call resolution rate across 25+ daily inquiries.
- Configured Active Directory user access and provisioning (IAM), ensuring 100% compliance with data security and privacy standards.
- Troubleshoot complex hardware and network connectivity issues for Windows environments using analytical, self-directed troubleshooting methodologies.
- Maintained technical accuracy and professional written correspondence while supporting Microsoft 365 and internal B2B SaaS application workflows.

Education

Associate of Science in IT Security

August 2019 – December 2022

FLORIDA STATE COLLEGE OF JACKSONVILLE, JACKSONVILLE

Additional Skills

Technical Skills: Windows, macOS, Microsoft 365, Google Workspace, Hardware Troubleshooting, Network Connectivity, Identity and Access Management (IAM), Active Directory, VPN & MFA Configuration

Tools & Platforms: Jira, Remedy ITSM, Salesforce CRM, Genesys, Avaya One X, Microsoft Teams, Google IT Support Certification Knowledge, CompTIA A+ Knowledge

Methodologies & Operations: Remote IT Operations, Employee Onboarding, Employee Offboarding, Ticketing Systems, SLA Compliance, HIPAA Compliance, FERPA Compliance, Technical Documentation

Certifications

- CCNA Switching, Wireless and Routing Essentials (SWRE) - Cisco