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# PRESCOTT NARCISSE

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## Summary

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Detail-oriented IT Support Professional with hands-on experience delivering Tier 1/Tier 2 Help Desk and desktop support in fast-paced environments. Proven ability to handle high ticket volumes while maintaining strong first-contact resolution and SLA performance. Skilled in Windows and macOS workstation deployment, Microsoft 365 support, printer configuration, connectivity troubleshooting, and IT ticketing systems. Customer-focused and currently pursuing Network+ certification.

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## Skills

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|-----------------------|------------------------------|-------------------------------|
| • Windows 10/11       | • Excel                      | • LAN Troubleshooting         |
| • macOS               | • Google Workspace           | • Endpoint Support            |
| • Linux (CLI)         | • MS Office 365              | • Software Troubleshooting    |
| • Bash                | • Remote Support             | • Printer Support             |
| • Python (Basic)      | • IT Ticketing               | • Customer Service            |
| • Terminal            | • Network Setup              | • Multitasking                |
| • ServiceNow          | • GlobalProtect VPN          | • Mobile Device Configuration |
| • CiraSync            | • Mobile Device Support      | • Data Migration              |
| • Hardware Deployment | • Device Refresh & Migration | • White-Glove IT Support      |
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## Experience

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### Evercore

04/2026 to Current

#### Hardware Refresh Consultant

- Provide white-glove technical support to end users during enterprise hardware refresh and device deployment initiatives in a fast-paced financial services environment.
- Deploy, configure, and replace Windows laptops, workstations, docking stations, monitors, headsets, webcams, and other peripherals.
- Perform mobile phone setup and configuration to ensure that calling, messaging, contacts, and business applications function properly after deployment.
- Utilize CiraSync to manage, back up, and filter contact data, resolving synchronization issues that may interfere with incoming calls and messages.
- Perform user data migrations and validate applications, user profiles, network connectivity, and system functionality following device refreshes.
- Configure and troubleshoot Microsoft 365, GlobalProtect VPN, printers, mobile devices, and workstation peripherals.
- Document deployments, technical issues, and device information in ServiceNow while maintaining accurate asset records.
- Troubleshoot hardware, software, connectivity, and endpoint issues while providing post-deployment support to ensure a seamless transition for end users.

### NYC Department of Health and Mental Hygiene

10/2024 to 04/2026

#### College Aide – Customer Support Aid

- Provided front-line Help Desk support via phone, email, and remote tools, handling 40–60 tickets weekly with a 95% first-contact resolution rate and consistently meeting SLA targets.
- Logged, tracked, and escalated 100+ incidents per month using Kaseya Autotask, ensuring accurate categorization, prioritization, and timely resolution.
- Supported Tier 1 troubleshooting, including password resets, account unlocks, Microsoft 365 support, printer issues, and connectivity problems, reducing repeat tickets by 25%.
- Coordinated scheduling and system access for city health programs while managing multiple concurrent requests in a fast-paced environment.

- Delivered high-quality customer service to internal and external users, maintaining an average ticket closure time of under 24 hours.

## The Legal Aid Society

06/2024 to 2024

### IT Intern - Juvenile Rights Practice Refresh Project

- Installed and configured 30+ Windows 10 and macOS workstations with peripherals and Microsoft Office 365, reducing new-hire setup time by 40%.
- Deployed and configured printers across multiple office floors using PrinterLogic, decreasing printer-related tickets by 25%.
- Provided Tier 1/Tier 2 desktop support for 50+ users, troubleshooting hardware, software, and connectivity issues in a fast-paced legal environment.
- Documented asset deployments, configurations, and incident details in Excel and ticketing systems, improving tracking accuracy by 30%.
- Collaborated with the IT team to meet SLA goals and maintain high user satisfaction through timely resolution and clear communication.

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## Projects

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### IT Support Fundamentals Homelab

01/2025 to Current

Simulated Level 1 Help Desk environment using ticket-style troubleshooting scenarios (password resets, connectivity, software issues, user support).

- Practiced foundational networking tasks (DNS, ping, traceroute, addressing, LAN concepts).
- Worked with the Windows environment to configure basic settings, user permissions, and system diagnostics.
- Worked with ServiceNow ticketing system concepts to simulate L1 support flows

Tools & Concepts: AD (basic), Windows, Networking fundamentals (TCP/IP, DNS), Troubleshooting, Ticketing workflows, Customer support mindset.

### LAN Chat App (Python Socket Programming)

04/2025

- Built a terminal-based LAN chat application using Python's socket programming and threading modules.
- The app enables real-time messaging between devices over a local network and showcases foundational networking and coding principles.

### Wi-Fi Auto-Logger & Analytics Tool

2025

- Created a macOS Terminal script that logs Wi-Fi SSIDs and timestamps to CSV for home network analysis.
- Automated insights on usage frequency and connection behavior using Bash scripting.

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## Education

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### A.S., Computer Network Technology

Borough of Manhattan Community College (BMCC)

12/2025

New York, NY

- **Achievements:** Dean's List 2024, Tech Talent Pipeline

Bachelor & Master of Science, Information Technology (BSIT to MSITM)  
Western Governors University (WGU)

05/2028  
Millcreek, UT