

LaMonte' L. White
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Summary:

Collaborative and results-driven IT support professional with exceptional communication skills and a proven ability to work seamlessly within fast-paced, cross-functional teams. Adept at translating complex technical issues into clear, user-friendly guidance, coordinating effectively with colleagues to accelerate resolutions, and maintaining a calm, customer-focused experience. Guided by a threefold objective: to increase my employer's bottom line through honesty and integrity, to enhance the workplace by empowering others with technology, and to progressively improve my skill in the IT field. Known for strengthening team performance, supporting shared goals, and contributing to a reliable, solutions-oriented support culture.

EDUCATION:

- ECPI University, Associate's of Applied Science Degree
- Computer Networking with minor in Computer Electronics
- Hardware-Gateway, Compaq, Dell, IBM, HP, Macintosh, Lenovo Thinkpads, Cisco routers, Linksys's routers, D-Link routers, Netgear, and Sun Microsystems
- Software-Microsoft Windows 95 -Windows 11, Solaris, Ubuntu, Microsoft Office, ME, Mac OS Cheetah (10.0)-Baklava (16) , Active Directory, Windows Server 2012, Windows 10/11 Installation, Windows 10/11 Authentication, Networking and Connectivity Group Policy and Registry Management, Windows 10/11 Security, Windows Defender, Windows 10/11 Applications, Microsoft Store management and application, Disk and Driver Management, File and Print Sharing, Backup and Recovery in Windows 11, Windows 11 Virtualization, Mobile Computing and Remote Access including virtual private networks (VPNs), DirectAccess, and Remote Desktop Windows 10/11 User Interface, Performance Monitoring and Optimization, Service Now
- AI & Emerging Tech-Google Gemini, ChatGPT, Microsoft Copilot, Notion AI, Claude, Synthesia
- 20+ years of applied experience

WORK EXPERIENCE:

Mobility Support Specialist

Telesource Inc.

June 2026-Present

- Support mobile device migrations from BES to Intune
- Assist users with device backups, account setup, and password resets
- Troubleshoot smartphones, tablets, email access, mobile applications, and connectivity issues
- Handle approximately 20–30 inbound/outbound customer interactions daily
- Document all activity within the Connect ticketing platform
- Provide excellent customer service and maintain a positive user experience throughout the migration process
- Escalate issues as needed while ensuring timely resolution

Mobile Support Technician

Mecklenburg County/Insight Global, Charlotte, NC

October 2025-June 2026

- Execute large-scale workstation deployments, including unboxing, physical setup, cable management, and peripheral connectivity.
- Facilitate the refresh of mobile devices to bring equipment current with hardware standards and security policies.
- Maintain strict asset management records, utilizing tracking systems to accurately document device serial numbers, MAC addresses, user assignments, and the decommissioning/disposal of legacy hardware.
- Collaborate with network and systems engineering teams to identify and resolve deployment bottlenecks, ensuring projects meet strict rollout deadlines.
- Provide dedicated "Day 1" hyper-care support to end-users following a deployment, rapidly troubleshooting immediate hardware, software, or access issues.

IT Support Specialist

Portsmouth Public Schools, Portsmouth, Virginia

June 2022 to July 2025

- Install, configure, test, maintain, monitor, and troubleshoot end-user technology and related hardware and software in order to deliver required services.
- Assess the need for and implement performance upgrades to hardware and software.
- Receive and respond to open tickets regarding the use and performance of technology equipment and services to include, but not limited to: desktops, laptops, tablets, printers, projectors, data communications equipment, classroom interactive technologies, and software.
- Resolve incidents and work on assigned projects. Accurately document instances of equipment or component failure, repair, installation, and removal through the help desk ticket system.

HelpDesk Technician

S.L. Nusbaum Realty Co., Norfolk, VA

March 2020-June 2022

- Provide first-level technical support to end users across multiple departments, including property management, leasing, maintenance, and corporate teams.
- Respond to and resolve hardware, software, and network issues via phone, email, or in-person, ensuring minimal disruption to real estate and property operations.
- Manage user accounts, password resets, and access rights in Active Directory and other company systems.
- Support Microsoft Office 365 applications and real estate-specific software platforms such as Yardi or MRI.
- Document and track all support requests in the ticketing system, escalating complex issues to higher-level IT support when necessary.
- Assist in onboarding and offboarding employees by configuring workstations, provisioning accounts, and deploying equipment. Maintain and troubleshoot desktop computers, laptops, printers, mobile devices, and VOIP phone systems at corporate and remote property sites.

IS Field Service Support Specialist, Contractor

Children's Hospital of the King's Daughter, Norfolk, VA

December 2019-March 2020

- Troubleshoot and resolve technical issues pertaining to personal computers and peripheral equipment to include PCs, printers, scanners and other hardware and software components.

- Ensure effective installation and desktop support of end user information technology resources.
- Apply understanding and knowledge of information systems products and services to assist internal users.
- Provide comprehensive and timely resolution of assigned end user needs.
- Assisted with performing PC, hardware, and peripheral equipment upgrades, repairs and enhancements.
- Maintain appropriate documentation used for daily activities and assignments.
- Escalate complex and/or unresolved issues to higher priority when appropriate.

Information Systems Specialist, Contractor

Lifenet Health, Virginia Beach, Virginia

August 2019- December 2019

- Assist with device Imaging technologies and processes. Perform hardware deployment and OS migration projects.
- Provide technical support for information technologies, system integration, desktop troubleshooting, LAN, remote access and Internet.
- Manages technical resources working onsite, providing vendors with all the information needed to assist in supporting the end users.
- Provide client support and technical issue resolution via E-Mail, phone and other electronic medium
- Obtain general understanding of OS and application operations related to company offered services
- Identify and correct or advise, on operational issues in client computer systems
- Perform creation of new accounts using company provide software tools
- Diagnoses and resolves technical problems, prevents problems from escalation and provides solution tracking.
- Performs day-to-day maintenance of backups, administration, hardware maintenance.
- Handles multiple project responsibilities simultaneously to prioritize work and resolve technical emergencies as they may occur.

Technical Support Specialist,

Hampton City Schools, IT Dept., Hampton, VA

March 2012-July 2019

- Provides end-user support to school-based staff and students on a variety of computer hardware, software, and peripherals to include laptops, desktops, projectors, interactive whiteboards, and phones.
- Assists school-based staff in troubleshooting a variety of electronic problems.
- Assists technology staff in diagnosing and resolving network problems.
- Installs and updates computer hardware and software.
- Maintains electronic records of work orders, inventory, and tasks.
- Contributes to physical inventories with division staff.
- Organizes equipment in schools to maximize space, efficiency, and productivity of staff and students.
- Collaborates with other technology staff on relevant group tasks.

**Technical Support I/II,
Portland Public Schools, IT Department, Portland, OR
February 2008-November 2011**

- Participate in a centralized IT Service Desk designed to assist District personnel in their use of technology.
- Coordinate and consult on projects involving the implementation of new technology.
- Provide resolution for diverse technical problems that have been worked according to Response Level by Service Deskphone support.
- Troubleshoot problems and questions from users regarding a wide variety of desktop applications and online systems including Microsoft Office, Groupwise, Microsoft Outlook 2010, Windows, MacOS, PeopleSoft, eSIS, and other district standard applications.