

Clayton Puetzer

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Objective

Resourceful and highly skilled IT Support Specialist with 4+ years of progressive experience in technical support, systems administration, and executive-level desktop support. Adept at resolving complex technical issues, managing identities across hybrid environments, and collaborating with engineering teams to ensure operational excellence.

Experience

Tier 2 Technical Services Analyst - Community Health Network - Feb 2025 to Present

- Remotely resolve an average of 50 technical service tickets weekly, supporting 20,000+ users
- Administer identity and access across Exchange, Azure, on-prem Active Directory, and integrated systems
- Provide advanced Tier 2/3 troubleshooting for Microsoft applications and systems and collaborate with Microsoft engineers on escalations
- Maintain and improve internal technical documentation to support operational efficiency
- Applied ITIL best practices to streamline incident, problem, and change management processes, improving service delivery and reducing downtime

Tier 2 Desktop Executive Support Technician - Community Health Network - Jun 2022 - Feb 2025

- Delivered white-glove support to C-level executives and senior leadership
- Managed endpoint support across multiple clinics and remote users, with an average of 30 tickets closed per week
- Handled Tier 2/3 troubleshooting for hardware, networking, security, and deployment issues
- Contributed to documentation efforts and mentored incoming Tier 2 technicians
- Applied ITIL best practices to streamline incident, problem, and change management processes, improving service delivery and reducing downtime

Lead Tier 1 IT Support Technician - IUPUI - Jun 2021 - Jun 2022

- Closed 40+ tickets per week, providing Tier 1–3 support for software, networking, and Microsoft systems
- Supported Group Policy and Active Directory-based user management
- Trained and supervised all new Tier 1 technicians
- Participated in on-site deployments for hardware/software rollouts
- Applied ITIL best practices to streamline incident, problem, and change management processes, improving service delivery and reducing downtime

Help Desk Analyst - Concentrix (Apple) - Jan 2021 - Jun 2021

- Averaged 10 tickets closed per day with under 10-minute average call times

- Consistently earned perfect 10/10 customer feedback ratings
- Triaged escalated issues to specialized teams
- Supported training initiatives for new help desk employees

Education

- Associate of Applied Science – Cyber Security, Ivy Tech Community College (2020–2021)
- Bachelor of Science – Anthropology, Ball State University (2014–2018)
- Associate of Science – Criminal Justice, Ball State University (2016–2018)

Certifications

- AZ-104 – Microsoft Certified Azure Administrator Associate, 2025
- AZ-900 – Microsoft Certified Azure Fundamentals, 2023
- SC-900 – Microsoft Certified Azure Security Fundamentals, 2024

Skills & Abilities

- Systems & Platforms: Windows, macOS, iOS, O365, SharePoint, Active Directory (on-prem & cloud), Group Policy
- Networking & Security: LAN/WAN, Cyber Security, Identity Management
- Tools & Scripting: PowerShell, Software Deployment, IIS, Git
- Soft Skills: Executive Support, Process Improvement, Leadership, Team Collaboration