

Anthony Michael Lopez

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Digital Portfolio: theanthonylopez.com

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Tech Publication: theamahub.com

**IT Specialist with 20+ years of enterprise experience across Apple, OWC, and GE Aerospace.
Expert in Windows and Mac support for large-scale environments.**

EXPERIENCE

Service Desk Engineer | Site Support **GE Aerospace**

(2025–Present)

Support 400+ users across a multi-site project to update work computers from Windows 10 to Windows 11.

Maintain ServiceNow documentation and improve first-contact resolution for incidents and priority issues, improving SLA response to meet and exceed expectations.

Provide training on tools, processes, and endpoint best practices in new Windows 11 environment utilizing Microsoft 365's suite of programs, applications, and technologies.

Leading IT Department with Knowledge and Integrity making sure peers and stakeholders have the support they need with company technologies becoming the go to person for Tech Support.

Coworkers know my IT Office door is always open and I am always available in Microsoft Teams.

Tier II Support Analyst **OWC/ MacSales.com**

(2023–2025)

Resolved 50–70 advanced and escalated technical cases weekly (storage, SoftRAID, Microsoft 365).

Authored SOPs/KBs in ServiceNow, Confluence, Dynamics 365, and JIRA improving FCR and KPIs by 20%.

Onboarding and Mentoring new employees to maintain continuity across Tier I and Tier II Support.

Supported global remote teams across US, Canada, EU, and Asia.

Team Lead | Lead Support Analyst **Apple**

(2016–2023)

Led 20+ Tier II Advisors; improved productivity 20% through coaching.

Delivered high-quality remote troubleshooting across macOS/iOS ecosystems.

Managed KPIs, escalations, and documentation improvements.

CORE STRENGTHS

- IT Support
- Incident/Problem Management
- Remote Troubleshooting
- Endpoint Security
- Endpoint Engineering
- PC Migrations
- Documentation & SOPs
- Training & Mentorship
- Identity & Access (AD/MFA)
- macOS/iOS/Windows Support
- ITIL Practices
- Workflow & Process Optimization

TECHNICAL SKILLS

ITSM/Ticketing

ServiceNow, Jira Service Management, Jira, Zendesk, Freshservice

Remote Support

Bomgar/BeyondTrust, TeamViewer, RDP, Microsoft Quick Assist

Monitoring/Logging

Uptime Dashboards, Service Health Monitoring

CRM

Salesforce, HubSpot, Microsoft Dynamics 365

Microsoft 365

Outlook, Teams, OneDrive, SharePoint, Exchange Online

Web/Dev

HTML5, Tailwind CSS, JavaScript, Git/GitHub, Netlify, SEO/Metadata, Performance & Accessibility

Endpoint Management/MDM

Intune, JAMF, SCCM/MECM, Windows Autopilot

Security

VPN, Endpoint Security, BitLocker, FileVault

Documentation

Knowledge Base, SOPs, Process Documentation

Identity & Access

Active Directory, Azure AD/Entra ID, MFA, SSO

Scripting/Automation

PowerShell, Bash, Python, SQL, APIs, JSON, Workflow Automation, CI Scripting

AI Tools

Prompt Engineering, ChatGPT, Gemini, Claude, Perplexity, Copilot

Networking

TCP/IP, DNS, DHCP, Wi-Fi, Ping/Traceroute

Cloud

AWS Cloud Practitioner, Azure

PERSONAL PROJECTS

Professional Portfolio Website – theanthonylopez.com

Professional Tech Publication Website - The AMA Hub - teamahub.com

Custom sites built using HTML5/Tailwind; optimized for performance, accessibility, SEO, and clean UI.

Built an interactive Coding Showcase documenting UI components, JavaScript workflows, and animations to demonstrate engineering problem-solving.

EDUCATION

Western Governors University - B.S., Computer Science

Hondros College - A.S., Business Management

CERTIFICATIONS

CompTIA A+ • Network+ • Security+ • Project+ • Tech+ • ITIL
AWS Cloud Practitioner • Linux Essentials • Mac/iOS Specialist