

Neil Mascarenhas

Poulsbo, WA | 201-354-0997 | nam249@rutgers.edu

WORK EXPERIENCE

U.S Army

IT Support Analyst

Keyport, WA

October 2025 - Present

- Managed trouble tickets via ServiceNow and JIRA across classified and unclassified DoD networks, providing technical support via remote desktop, in-person, and phone channels while maintaining security protocols
- Administered Active Directory across multiple domains, provisioning and managing user accounts over various domains for classified networks
- Resolved Cisco Secure Endpoint compliance violations and utilized Cisco ISE and SolarWinds for network access control, authentication issues, and network diagnostics, escalating network-level concerns to tier 3 network team
- Maintained Trellix products, performing manual installations and configurations, resolving endpoint protection violations, and escalating issues to HBSS team
- Identified Software Center deployment failures and application installation errors, collaborating with server support team on compatibility issues
- Executed device reimaging and OS deployment for enterprise endpoints, performing baseline configurations and security hardening per DoD standards
- Supported NREN service users with VPN access troubleshooting, account creation, application installation, and technical assistance
- Supported NMCI infrastructure, creating user accounts and managing access for classified systems

U.S Army

Computer Detective Systems Repairer

Teaneck, NJ

November 2019 – October 2025

- Supported COTS detection systems, resolving hardware failures, software conflicts, and system misconfigurations
- Conducted advanced diagnostic testing and root cause analysis on NVG optics, VSAT transceivers, fiber networks, and detection subsystems using specialized test equipment and methodologies
- Installed and configured network racks, ran and terminated ethernet cabling, and performed switching and routing troubleshooting to establish connectivity
- Provided technical support and training to team members and units on the operation and troubleshooting of electronic systems
- Performed field repairs on detection equipment in austere operational environments

Rutgers New Brunswick Computing Services

New Brunswick, NJ

OIT Lab Consultant

September 2021- May 2025

- Provided comprehensive technical support to 50,000+ students, faculty, and staff across multiple campuses, resolving hardware, software, network, and peripheral device issues
- Managed and prioritized 50+ support requests weekly via ServiceNow ticketing system, achieving 95%+ first-contact resolution rate and improving user satisfaction metrics
- Performed end-user device provisioning, imaging, and configuration for new equipment deployments across campus labs; maintained inventory tracking
- Identified and documented recurring technical issues, providing detailed feedback to improve knowledge base and reduce repeat support tickets

INTERNSHIPS

High Tech High School

Secaucus, NJ

Information Technology Consultant

June 2019 – September 2019

- Assisted in the relocation of technology infrastructure from an old facility to a new state-of-the-art high school, managing the setup and integration of computers, network switches, and advanced equipment
- Configured VOIP telephone systems for key departments ensuring seamless communication infrastructure
- Established secure wired and wireless network connectivity across entire facility and provided on-site technical support

County Prep High School

Jersey City, NJ

Information Technology System Technician

June 2018 – August 2018

- Performed preventative maintenance including disk cleanup, software updates, and hardware diagnostics
- Provisioned Chromebooks with device management configurations for classroom deployment
- Upgraded operating systems and software across school devices, resolving compatibility issues
- Supported classroom technology including interactive displays and audio/visual equipment

EDUCATION

Rutgers University

New Brunswick, NJ

Bachelor's Degree

- Bachelor's degree in Information Technology and Informatics with a focus on cybersecurity, emphasizing threat analysis, risk management, and the implementation of security protocols

CERTIFICATIONS

-
- Security +
 - Hazmat ProBoard Certification
 - CertTEC Basic Electricity and Electronics(BEE)