

Mace Cole Davis

Richwood, KY | macecoledavis@proton.me | linkedin.com/in/macecoledavis

PROFESSIONAL SUMMARY

IT support and operations professional with 7+ years of experience supporting enterprise Microsoft environments, identity/access management, and high-volume end-user operations. Experienced in technical escalations, team leadership, onboarding, training, reporting, and SLA-focused service delivery.

CORE SKILLS

Microsoft / Identity: Microsoft 365, Entra ID (Azure AD), Active Directory, Exchange, Conditional Access, MFA, FIDO2/YubiKey, Temporary Access Pass

Endpoint / Support: Windows 365 / Cloud PC, Intune / Company Portal, SCCM, VPN support, hardware and software troubleshooting, Jira

Security / Collaboration: Netskope, Microsoft Defender for Endpoint, Rapid7, vendor coordination, cross-functional incident support

Operations: Escalation management, ticket triage, SLA coordination, user onboarding, team training, operational reporting, SOP development

EXPERIENCE

Technical Support Analyst II (Acting Team Lead)

July 2026 - Present

Genpact

- Support daily IT operations across user onboarding, access provisioning, technical support, reporting, and service desk phone coverage.
- Coordinate new-hire onboarding, account readiness, access, system setup, and troubleshooting.
- Train technicians on support processes, troubleshooting standards, escalation workflows, and operational expectations.
- Partner with internal teams to resolve account, access, and employee-data issues affecting provisioning and service delivery.

Technical Support Analyst II (Acting Team Lead)

March 2019 - June 2026

GreenSky LLC

Environment: Microsoft 365, Entra ID, Active Directory, Exchange, MFA, Windows 365 / Cloud PC, Jira

- Acted as day-to-day lead for a 7-analyst support team serving 1,600+ enterprise users, coordinating ticket distribution, escalations, SLA priorities, and service continuity.
- Served as primary escalation point for technicians and end users, troubleshooting complex Microsoft 365, identity/access, endpoint, software, hardware, and authentication issues.
- Consistently managed 50-100 tickets per week, regularly contributing approximately 25% of total team workload while maintaining SLA-focused service standards.
- Trained and onboarded new team members on troubleshooting workflows, support standards, documentation practices, and escalation handling.
- Supported identity and authentication workflows across Entra ID, Active Directory, MFA, FIDO2/YubiKey, Temporary Access Pass, and related access processes.
- Supported Windows 365 / Cloud PC, endpoint issues, vendor coordination, and project rollouts involving implementation, user communication, and post-release troubleshooting.
- Developed and refined SOPs, knowledge base articles, and internal documentation to standardize processes and improve support consistency.

CERTIFICATIONS

CompTIA A+ (Hardware & Software) | Microsoft Office Certifications (Word, Excel, PowerPoint) | Business Writing Certification

EDUCATION

Northern Kentucky University - Information Technology (Cybersecurity Track)

2024 - Present