**Objective:** Desktop Support Technician position, specializing in IT hardware & software support for the Division of Vocational Rehabilitation Services.

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**HIGHLIGHTS OF QUALIFICATIONS**

* Previously Held Government Top Secret/SCI security clearance.
* COMPTIA Security + ce, and A+ ce
* Provide oral communication skills from IT helpdesk experience to provide customer support for the company.
* Experience with LanDesk Service Desk Console and Management Suite.
* Accomplished in identifying and solving computer related issues.

**EXPERIENCE**

**2007- 2012 IT Specialist U.S Army** *08/15/07-05/24/12*

* Diagnosed and repaired computers; both hardware and software related issues in a multi-user distributed organization, supporting around 200 users.
* Worked with Windows XP, Windows Vista, & Windows 7 operating systems.
* Imaged computers for users using methods and tools such as sysprep, hard drive cloning, Norton Ghost, and Altiris deployment solutions.
* Operated within a team who’s task was to upgrade and migrate all computers in our company from Windows XP to Windows 7 while keeping track of all assets.
* Created and managed user accounts in Microsoft Active directory infrastructure on both a secure and unsecure network.
* Installed memory and hard drive upgrades while working with dell support.
* Configured and managed VOIP phones, utilizing Cisco Call manager.
* Administered Microsoft Exchange mailboxes for clients in a large scale enterprise environment and set up user profiles in Microsoft Outlook.
* Installed, configured, and maintained network printers, and multi-functional devices.
* Conducted multiple mass lifecycles of equipment and maintained all records.
* Communicated with users to find the most effective solution to resolving their issues on a daily basis.
* Provided remote support to users during travel for VPN access, Blackberry services, video teleconferencing, network connectivity, and any other communications/computer related problems they were experiencing.
* Worked as site VTC coordinator while deployed in the Iraqi theater utilizing Tandberg VTC equipment and MGC manger program.
* Configured and deployed Cisco routers and switches to expand network capabilities, and maintained all updates, configuration changes, and services.
* Led as a site communications supervisor supplied with the task of providing network connectivity, security, IT support, administration, and all other communications requirements in a mission critical, hostile area of operation.

2013 **Desktop Support Insight Global** *09/03/13-11/22/13*

* Worked on site at Cisco as an IT analyst providing customer support.
* Serviced Windows 7 and MAC OSX 10.8 machines supporting over 10,000 clients remotely and globally.
* Diagnosed software related issues on a back to back consistent basis averaging 60 calls per week.
* Worked Mobility skills and serviced IPhone IOS, and Android devices in access of mobile mail, vpn connectivity, software and upgrades.
* Supported tools and software such as Cisco Webex, Jabber, VPN client, Mcafee Antivirus, Outlook 2010, Active directory Management, soft token, Altiris, Microsoft Exchange, Cisco Call Manager, & Cisco Teleprescence.
* Maintained Infosec policy, received training, to ensure security throughout the network.
* Troubleshot Cisco Routers (Cisco Virtual Office) 800 series routers in support of remote workers at home.
* Managed accounts and password resets and synchronization for Active directory accounts and Remote Token Key Management.
* Documented cases and incident reports using Remedy 7.

2013-2015 **Wake County Information Services** *12/21/13-03/31/15*

* Supported users in a human services and public health environment.
* Configured IBM Lotus Notes for clients in order to pull mail services and database connectivity.
* Imaged computers for mass deployment project and Windows XP upgrade.
* Moved Data and migrated Windows profiles in a Windows 7 operating environment.
* Assisted in relocation of equipment and aided in the install of new machines.
* Administered Remote IT support for clients using Remote Desktop and Landesk Service Desk & Management Suite.

**EDUCATION**

**U.S Army** Specialized Training: Information Systems Operator Course *Fort Gordon, GA 11/19/07-04/22/08*

**Martinsville HS** Advanced Studies High School Diploma *Martinsville, Virginia 09/08/2003-07/06/2007*

**University of Phoenix** *30 credits towards general studies associates degree*

**CERTIFICATIONS**

07/16/2012 CompTIA Security + ce

08/06/2012 CompTIA A+ ce