

JOHNNY CASSANELLI

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DESKTOP SUPPORT TECHNICIAN

Hands-on technician offering more than 15 years of experience in the information technology domain. Supports leading government contracts to include both classified and unclassified network environments. Offers a demonstrated ability to lead complex technical processes that result in vast business improvements and continuous availability of services. Highly regarded for contributions made to large-scale IT upgrades, data migration and other corrective projects. Installs, maintains, troubleshoots, and repairs systems, proactively identifying solutions to support the success of the entire organization. Demonstrates an advanced understanding of common standards, best practices and controls that support functionality and security of an array of networks, systems and platforms. **Currently holds Secret Security Clearance. Eligible for Top Secret Clearance.**

Information Technology Operations | Desktop Support | Repair and Installation | Customer Service Management
Troubleshooting & Maintenance | Hardware & Software Configuration | Leadership and Team Building
Mapping & Configurations | Systems and Network Administration | Service Documentation and Reporting
Windows Support | IT Infrastructure | Requirements Gathering | Systems Architecture & Design | SIPRNet & NIPRNet
Technology: ITSM | Service Management | LAN/WAN | JIRA | .NET (7-9.x) | Office 365 | ITonDemand | ITSAFE | SCCM
ServiceNow | Windows OS 95 – 7.x. | Windows NT 4.0 | Microsoft Server 2008 | MS Active Directory | DRA
IRIS | Remedy | Security+ | MCP | BOMGAR

PROFESSIONAL EXPERIENCE

KAIHONUA, LLC ■ FT. IRWIN, CA

PC Desktop Support Technician III

2019–Present

In this hybrid remote and on-site senior-level role, assigned to support the Ft. Irwin Network Enterprise Center (NEC), U.S. Army base. Work closely with end-users to provide direct technical support for computer systems as well as printing, VPN connectivity, electronic mail, operating systems, and Remedy queue management, as part of daily utilization of computer hardware and software.

- Interface with junior staff to deliver instructional services and desktop support regarding computer operations, including remote-in, imaging, troubleshooting, and repair of hardware, software and computer peripherals
- Support maintenance and repair to achieve stable environments, resulting in minimal downtime and maximum performance

COMPUCOM/GENERAL ATOMICS ■ POWAY, CA

Desktop Support Technician

2019

Carried out the installation, diagnosis, repair, maintenance, and upgrade of computer hardware, peripherals, and equipment to ensure optimal workplace performance.

- Held full accountability for the upgrade and migration of end-user devices from Windows 7 to 10, along with the setup and configuration of all required system software and hardware
- Employed analytical skills when defining technical workflows and processes for migration projects based on formal plan and scheduling; closely monitored and coordinated project progress with the management team by achieving key metrics and performance indicators

SAIC ■ SAN DIEGO, CA

Engineer Technician III

2017–2018

Served as a key member of the United States Marine Corps Meteorological Mobile Facility (Replacement) Next Generation (METMF(R) NEXGEN) division with responsibility for providing technical assistance, delivery of agile responses, as well as accurate and timely integrated communications to support the decision-making process.

- Served as mentor and presided over the training of marine technicians on systems maintenance, corrective actions, and system and software updates for the METMF(R) system, TQM-56 (V) weather observation system, and EWR® weather radars
- Carried out key tasks, such as hands-on system optimization, analysis, and documentation of all corrective actions, as well as onsite and remote fleet technical assistance on the METMF(R) system

Help Desk Support Specialist**2017**

Rendered desktop support and troubleshooting for CANES and ADNS in-service engineering activity-supported networks, partnering with US Navy fleet system administrators and technicians on systems solutions.

- Employed analytical skills when identifying and resolving desktop, network, application, logistics, and administrative incidents reported by customers
- Managed the documentation of all activities, actions, incidents, and associated call performance metrics in the ITSM ticketing environment

COMPUCOM/ATOS ■ SAN DIEGO, CA**Desktop Support Specialist****2016–2017**

Identified and resolved hardware and software problems in the Janssen, Johnson & Johnson pharmaceutical research and development facility. Provided second-level desktop, network, and application incident support.

- Prepared and submitted all incidents through the IRIS ticketing system; utilized Directory Resource Administrator (DRA) for desktop and system administration
- Offered hands-on desktop and hardware support to end-users, and facilitated training where necessary

GCR/GENERAL DYNAMICS ■ SAN DIEGO, CA**System Administrator | IT Support****2016**

Worked in a secret environment to facilitate the testing of fire alarm systems for Navy installations. Generated comprehensive alarm occurrence reports in response to the request of DoD security personnel, fire technicians, and the building security manager.

- Administered proper documentation and reporting of alarm occurrences for various zones based on time frames, account numbers, building addresses, remote alarm types, and contacts
- Held full accountability for the backups of LAMAS server activities from the previous day to support reporting

SUPER SYSTEMS INC., ■ SAN DIEGO, CA**Field Service Technician and IT Support****2014–2015**

Worked within the Naval Air Station North Island to provide network, PC workstation, and hardware support for over 2,000 military and civilian personnel.

- Displayed advanced technical skills in the delivery of hardware support for computers, printers, and other peripherals, as well as software support, including installations, patching, and upgrades
- Carried out key tasks, such as system imaging, assembly/integration, cross-discipline functions, data engineering, industry expertise, knowledge engineering, and evolution of legacy systems

INSIGHT GLOBAL ■ SAN DIEGO, CA**Desktop Support****2014**

Completed a contract with the United States Marine Corps to provide technical support to more than 1,200 workstations at Marine Corps Recruiting Depot (MCRD) in San Diego, California.

- Exemplified technical skills in desktop and hardware support, while migrating the entire system from Windows XP to a more stable and secure Windows 7 operating system
- Conceptualized, designed, constructed, tested, and implemented information technology solutions through application of appropriate software development life cycle methodologies

Earlier Career:**Desktop Support | TEKSYSTEMS/L3 COMMUNICATIONS ■ SAN DIEGO, CA****IT Support | APEX SYSTEMS INC., ■ SAN DIEGO, CA****Service Desk Analyst | DIGITAL INTELLIGENCE SYSTEMS CORP., ■ SAN DIEGO, CA****Applications Support & Field Service Technician | ADECCO/CARDINAL HEALTH ■ SAN DIEGO, CA****EDUCATION AND CREDENTIALS****Associate of Science in Computer System Repair: CEI TECH COLLEGE ■ SAN DIEGO, CA**

Training & Certifications: Access Control training (In Progress) | Certified Technician | CompTIA Security + | HIPPA Policies | Microsoft Certified Professional (MCP) | Power, Voice, and Data Network Components | Protecting Personally Identifiable Information (PII) | United States Government Information Security | Windows 10 Certification (MD100 completed/MD101 in progress)