Gregory Wilson

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**Professional Summary**

* Proactive self-starter known to initiate process and system improvements
* Exceptional abilities in Application Support and Technical Issue Analysis
* Efficient and effective skills when handling end-users in remote and desk-side environments to resolve issues
* Dynamic professional who successfully prioritizes and multi-tasks in fast-paced environments collaboratively or independently

**Technical Skills**

* Networks *(Configuration, Programming, IP Setup, Wireless Modems/Routers, Information Management)*
* aHaHHddjHardware *(Assembly, Maintenance, Peripherals, Printers, Drivers, Troubleshooting)*
* *Software (Installation, Debugging)*
* Operating Systems *(Microsoft Windows 10, Window 8, Android, iOS, macOs)*
* Database Administration
* Security *(Virus protection, Maintenance, Monitoring, Back-up management, disaster recovery)*
* Integrated Technologies
* Computer Hardware Knowledge
* Computer Software Knowledge

**Work Experience**

**ROSS Company(taos) | Los Angeles, CA**

**IT Specialist (Contractor) | March 2020 – Present**

* Install and configured computer hardware, software, networks, printers, and scanners.
* Monitoring and maintain computer systems and networks
* Assist with internal process improvements
* Oversee Installations and upgrades
* Setup and support mobile devices
* Installed, configured and supported Microsoft Office suite and 365 for end-users

**The Walt Disney Company (Hays)| Los Angeles, CA**

**IT Specialist Executive support (Contractor) | November 2019 – March 2020**

* Manages software installations and trains cast members on functions of different applications
* Oversees installations, upgrades, rollouts and troubleshooting projects for Windows 10, and Mac
* Monitors and responds to software, hardware, technical and performance related issues
* Provides first and second level computer support
* Sets up, administers and maintains labs
* Execute plans for executive level projects

**SAIC (Toyota) | Los Angeles, CA**

**IT Specialist (Contractor) | August 2019 - November 2019**

* Coordinated the maintenance of all A/V equipment and peripherals, and organized and scheduled upgrades and maintenance for devices to ensure seamless workflow
* Installed and maintained computer systems and networks
* Set-up computer workstations, including peripheral devices
* Maintained factual records of repairs, fixes, and maintenance
* Provided first and second level computer support
* Develops and applies understanding of customer organizations and networks

**General Services Administration (GSA) | Washington, DC**

**Contract Specialist (GS-11) | October 2016 - August 2019**

* Procured a wide variety of services: Construction/Program Management Services, Surveys and Studies, Leasing Support Services, and training to support the University for People Program
* Executed post-award contract performance management actions on assigned contracts
* Monitored and evaluated contractor performance for compliance with terms and conditions of contracts
* Executes call plans for customers

**Greater Baltimore Medical Center (GBMC) | Baltimore, MD**

**Technical Support Specialist | July 2015 - October 2016**

* Installed and performed minor repairs to hardware, software, or peripheral equipment while following design or installation specifications
* Inspected equipment and read order sheets to prepare for delivery to users
* New user's creation in Active Directory, Office 365, and user on-boarding
* Supervised the implementation and troubleshooting of software and hardware solutions
* Provided first and second level computer support and maintained records and inventory of IT resources
* Supported set-up and breakdown of A/V equipment for meetings and/or conferences

**Baltimore City Public Schools (BCPS) | Baltimore, MD**

**One Call Help Desk Executive support (Contract) | October 2013 - July 2015**

* Repaired technical tasks such as set-up, assembly, and installation of components or equipment
* Managed calls in a high-volume call center and delivered exceptional customer service
* Used Helpdesk Call Tracking application to log all service and update requests accurately and with intricate details
* Collected data from customers to aid problem determination/resolution of request
* Provided ongoing follow-up to customers until issues were resolved
* Managed software installations and trained staff on proper usage procedures

**Education**

**Master of Science, Information Technology**

2018 | Walden University

**Bachelor of Science, Information Science and Systems**

2014 | Morgan State University