

Diamond Clements

Information Technology Support Analyst

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(434) 710-8714

Dedicated technical professional offering almost 10 years of telecommunications experience and management. I have highly commendable interpersonal skills, have been recognized for my outstanding leadership ability, and developed expertise in different software applications, as well as different programming languages including HTML, CSS, and JavaScript. Adept at administering and executing complex projects with exceptional ability to meet deadlines and exceed goals.

Work Experience

Technology Project Coordinator

Kforce/Carmax
November 2021 to September 2023

- Aided in the coordination and development of remodeling and planning for over 10+ stores.
- Performed detailed tasks, including scheduling and advising personnel, for completion of several projects within timeline adherence.
- Communicated and built rapport with customer leadership by providing updates for assigned projects via email, Microsoft Team meetings, and other sources.
- Resolved any incidents and work orders associated with projects with 100% success rate.
- Cataloged assigned projects with Microsoft Sharepoint

Network Systems Administrator

Qbase/Defense Health Agency
April 2021 to November 2021

- Provided Tier II/III end-user support.
- Ensured all calls, emails, or walk-in issues received during duty hours were responded back to the user via phone call, email, or issue ticket within Service Level Agreements (SLAs)
- Installed and configured applications software and related hardware (such as desktops, servers, and related peripherals like printers, scanners, drives, monitors, and video teleconferencing hardware).
- Provided elevated quality service and support for the mission critical systems and VIP end users.

Tier II Technical Support

GDIT/ Defense Logistics Agency
November 2020 to April 2021

- Provided Tier I and Tier II diagnosis and resolution of hardware and software applications for base.
- On average, resolved 10-15 user issues daily within Remedy Ticketing System with swift and accurate solutions.
- Conducted troubleshooting and installation of hardware, software, desktops, laptops, docking stations and other devices to enhance network connectivity and minimize downtime.

Technical Support Specialist

US Army

March 2017 to June 2020

- Supervised operations and assisted team members in the installation and operation of multichannel line of site and communications security devices worth well over \$10,000,000.
- Wrote standing operating procedures pertaining to multichannel operations and communications security devices while providing services to over 300 personnel.

Network Operations Manager

US Army

January 2016 to February 2017

- Maintained 100% accountability of all assigned communications equipment worth over \$3,000,000.
- Performed defect analysis, testing, repairing, and upgrading to a wide variety of telecommunications equipment.

Multichannel Transmission Systems Operator-Maintainer

US Army

October 2010 to December 2015

- Assisted team members in the completion of several operations providing communications support for numerous end users.
- Installed, operated, and performed maintenance on multichannel processing systems and auxiliary devices including Satellite Transportable Terminals.

Skills

Programming Languages: JavaScript ES6+, CSS3, HTML5, SQL, NoSQL, GitHub, MongoDB, MySQL, Express, React, Node, Handlebars, jQuery, Bootstrap

Active Directory

Microsoft Windows

Microsoft Windows Server

Network Administration

Microsoft Office

Help Desk

Software Troubleshooting

Time Management

Effective Communication

Education

Certificate, Full Stack Web Development – University of Texas Austin, TX