INFORMATION TECHNOLOGY SPECIALIST

Professional Summary

Seeking to obtain a career in Information Assurance with a focus on Cyber Network Defense

Skills

- Desktops,
- Ethernet cables
- Cisco routers
- Video & Sound Cards
- CD-ROM Drives
- Multiplexors
- Scanners
- Monitors
- Switches
- TCP/IP Configuration
- Installing, adding and deleting user accounts with Active Directory
- Strong software and application knowledge such as Avaya, Microsoft Office, and Remedy
- Experience with Information Technology Service Management (ITSM)

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Work History
Information Technology Specialist , 02/2018 to Current
Company Name

- Defines scope, plans and deliverables for assigned projects Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations Confirms and prioritizes project plans and deliverables with the customer, participates in business and technical information technology solution implementations, upgrades, enhancement and conversions Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems Applies metrics to monitor performance and measure key project criteria Performs maintenance and troubleshoots network connectivity, printer, and other hardware issues for both uses on site and those that are remote Assists users with deployment and maintenance of desktop workstations.

06/2016 to 01/2018
Company Name

- Diplomatic Security Service for the Department of State Protected U.S.
- diplomats while visiting foreign dignitaries for diplomatic missions Maintained security awareness in a federal environment Assisted in employee management Interacted with VIP personnel such as members of the Senate, foreign and domestic diplomats, and the Secretary of State.

Information Technology Interpreter , 08/2010 to 03/2016
Company Name

- Assisted United States military in training foreign nationals on information technology such as basic troubleshooting and basic system set up Diagnosed computer errors and provided technical support Backed up and restored organizational data files and systems Installed, configured and upgraded PC software and operating systems Created and updated IT support tickets per Standard Operating Procedures Provided customer support for email, hosted applications, desktop, system and network problems within defined Service Level Agreements.

Languages
Fluent in Dari, Dutch, and Russian