Brian Elum-Thomas

**Title/Role:** DAS CSC: Service Desk 1 **VectorVMS Requisition Number:** 762417

# Summary:

* Experienced IT Support Specialist with over 11 years of providing excellent customer service and exceptional troubleshooting skills in the IT field.
* Ability to provide technical support via email and phone with good communication skills and professional demeanor.
* Excellent organizational skills, ability to prioritize multiple priorities, and strong attention to detail.
* Provided technical support of business applications. Escalates to SME, and higher level support personnel.
* Used multiple Ticketing Systems such as Remedy, ServiceDesk, ConnectWise, Service Now, Zendesk, and Sales Force.
* Coached, mentored, and trained new representatives helping to build a top-quality call center.
* Assisted 100-150 customers per day via phone, email, and fax resulting in steady workflow for technicians.
* Assisted staff end users by trouble shooting technical issues and resolving Tier I, II, and III level tickets.

# Technical Skills:

* Microsoft Office: Versions: 2010, 2013, 2016, 2019.
* Windows Server Administration: Versions: 2003, 2008, 2012, 2016.
* Active Directory: Password Reset, Unlock Account, Application Installation.
* Ticketing Systems: Remedy, ServiceDesk, ConnectWise, Service Now, Zendesk, Sales Force.
* IP Phone Mac/iOS Technical Support: Troubleshooting, Assistance and Configuration.
* Standard Applications: Microsoft Office Suite (Excel, Access, Outlook, PowerPoint), Troubleshooting Expertise.
* Typing: Speed: 45 wpm+.

# Education:

**Associate of Science, Computer Information Systems**  
Prince George’s Community College, Largo, MD  
Degree Awarded: Yes, Date: 2003

# Employment History:

## World Wide Tech Services (WWTS)

* PC Technician (Projects as needed) 2024 - Present
* Sets up and configures new computer and internet equipment.
* Updating computer operating systems and other important software, as needed.
* Substantiating requests for hardware and software purchases and upgrades, if appropriate.
* Updates computer software and operating systems.

## Federal Communications Commission

* IT Support Technician II 2022 - 2024
* Assisted 300+ end users by trouble shooting technical issues to resolve Tier I and II level tickets.
* Provided troubleshooting and support for Windows and MAC devices.
* Assisted the Help Desk Manager as the Team Lead supporting five members to ensure team success while resolving end user’s incidents/request.
* Utilized ServiceNow ticketing system for tracking and resolving technical issues.
* Active Directory – add/delete users, reset passwords, etc.
* Assisted Hardware with deployment of laptops by imaging, application installations, updates, and domain setup.
* Utilized remote access onto desktops and laptops to resolve complicated technical issues.
* Provided an accurate record of each email/call in the incident management tracking tool.