# FRANCOIS CASSIUS SR.

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# Technical Skills:

1. **Certifications:**  Dell Certified, A+, (CCNA certification)
2. **Hardware:**  Cisco Routers(26xx,36xx 4000 series) and Switches(CAT 6509), Juniper Routers(M series), Motorola Routers(cmts and bsr5000), Nortel Routers (BAY BCN) ATT 5ESS,  DMS 500 switches
3. **Monitoring Tools:** Remedy, Intermapper, HPOpenview NetX, Clarify , SharePoint, Citrix, Director, Service Manager
4. **Protocols:**  IP, Frame Relay, BGP, OSPF, IGRP, and EIGRP
5. **Documentation:** technical writing, network diagrams, Visio
6. **Languages:** Fortran 77, C++, HTML, JAVA
7. **Platforms:** WINDOWS 7 (64 bit), VISTA, XP, UNIX – OFFICE 2010, 2013.2015, 2016 (64 bit), WINDOWS 8, 10 (64-bit)
8. **Education:**
9. San Antonio College – **Major:** Information Security and Assurance-(**CCNA Certificate**)
10. Hummro Technical Institute - **Major:** Electronic Repair - **Graduated:** 1990 (Associates Degree)

Syracuse University – **Major:** Computer Science - **Graduated:** 1995 (BS Degree)

1. **Microsoft Classroom / Lab:**
2. Course 922 - Supporting Microsoft Windows NT 4.0 Core Technologies
3. Course 688 - Internetworking with Microsoft TCP\IP on Microsoft Windows NT 4.0.
4. **Microsoft e -Learning:**
5. Course 2261 – Supporting Users running the Microsoft Windows XP Operating System
6. Course 2262 – Supporting Users running applications on Microsoft Windows XP

**Professional Experienced:**

**Cox Enterprise Inc, Atlanta Georgia, Help Desk Analyst June 2016 – Sept 2017**

* Providing remote support to users that call into the NOC
* Using Service Now to ticketing system to work and escalate tickets
* Using As400 for various Auction needs, such as restarting printers, changing “How Paid Codes,” enabling accounts, changing auction passwords, removing and editing vehicle information for various dealers and auctioned cars
* Resetting passwords in Active Directory
* Resetting Passwords using SumTotal ( for Learning Lane)
* Configuring Outlook, and troubleshooting issues that arise in this application. Rebuilding and creating profiles
* Using Citrix to power down and restart virtual machines
* Configuring network printers & installs
* Establishing bridge calls when we experience major incidents
* Using Bomgar application to remote into user’s machines to troubleshoot
* Troubleshooting Skype for Business 2016
* Troubleshooting Windows 10
* Software Installs

**USAA, San Antonio, Texas, Desktop Support Analyst Jan 2015 – May 2016**

* Utilizing Service Desk incident tracking software
* Mapping network drives & printers
* Recognizing and repairing hardware malfunctions
* Capturing metrics related to quality of work performed, and provided a written report of the same to manager
* Enforced operating procedures (SOP’s)
* Performed manual installations of software applications
* Performing customer service duties
* Meeting critical timelines in a rapidly changing environment
* Utilizing a knowledge management system
* File copy functions
* Answering technical questions asked by the end users

**KCI/Acelity, San Antonio, Texas Desktop Support Technician Jan-2014 – Dec-2014**

* Provides support to internal users on a variety of issues.
* Provides support to external clients on a variety of issues.
* Responds to telephone, email, and other requests for software and technical support; escalates urgent problems requiring more in-depth knowledge to appropriate internal resources.
* Re-imaged laptops and desktops for end users
  + Worked on XP, Vista, and Windows 7 systems environment providing system administration for IT systems
* Managed & Configured network systems from Windows 7 to Windows 8
* Provided Support during Domain & Windows 7 Migrations
* Managed the daily activities of configuration and operation of IT systems
* Relies on instructions and pre-established guidelines to perform the functions of the job however, a certain degree of creativity and latitude is required.
* ·       • Documents, tracks, and monitors problems to ensure a timely resolution
  + - Troubleshoot software and hardware issue as they relate to the supported product suites within the organization.
  + Effectively communicates with internal and external stakeholders to manage expectations.
    - All other duties as assigned.

**(NCI) National Cancer Institute, Rockville, MD Computer Analyst Aug 2012 – Dec 2013**

* Backing up & Wiping data on PC’s, Laptops, Apple IMAC’s, and Blackberries
* I supported a complete, comprehensive team of personnel with the required skills to accomplish the tasks specified in this contract.
* Uploading data to server for future downloads to new peripherals
* Creating surplus tickets for the helpdesk, pertaining to end users
* Racking & Stacking LAN equipment
* Re-formatting drives for future use
* Decrypting & encrypting laptops
* (SCCM) Managing & Configuring the network system from Windows 7 to Windows 8
* Using (MDT) Microsoft Deployment Toolkits for deployment purposes, my team and I were responsible for this protocol
* touch-type and enter detailed information in the trouble ticketing system while interacting with customers telephonically.
* Proficient in networking services, to include Active Directory and software installation
* In-depth knowledge of PC hardware, operating systems, drivers, applications and their interaction, which allowed me so excel with troubleshooting
* Resolving connection, printing, and application issues that utilize the ICA Client
* Apple support experience including Macs, itunes, iphones, ipads, etc…
* Experienced with an incident tracking system such as ServiceNow or Remedy
* Troubleshoot software and hardware issues in a Windows 7/8, Office 2010/13 environment utilizing Dell/HP clients.
* Troubleshoot issues in a Citrix-based environment.
* Troubleshoot other devices/peripherals in an enterprise environment, such as, smartphones, tablets, videoconferencing, etc….
* Provide ‘concierge level’ IT desktop support to a small, growing team.
* I was required to use my creative problem-solving abilities, attention to detail, ability to ‘think outside the box’, and remain professional under high pressure situations.

**(EPA) Environment Protection Agency, Ft Meade-Laurel, MD Desktop Support Specialist**

**Feb 2012 – August 2012**

* Testing Scripts on laptops
* Provide support for implementation, troubleshooting and maintenance of IT systems
* Manage the daily activities of configuration and operation of IT systems
* \* Provide Tier 1 (Help Desk) problem identification, diagnosis and resolution of problems
* Provide assistance to users in accessing and using IT systems
* Provide support to IT systems including day-to-day operations, monitoring and problem resolution for all of the client/server/storage/network devices, mobile devices, etc.
* Provide Tier 1 (Help Desk) and Tier 2 (Escalation) problem identification, diagnosis and resolution of problems
* Provide support for the escalation and communication of status to agency management and internal customers
* Optimize system operations and resource utilization, and perform system capacity analysis and planning
* Provide support for the dispatch system and hardware problems and remains involved in the resolution process
* Provide in-depth experience in trouble-shooting IT systems
* Configure and manage UNIX and Windows (or other applicable) operating systems and installs/loads operating system software, troubleshoot, maintain integrity of and configure network components, along with implementing operating systems enhancements to improve reliability and performance
* Provide detailed analysis and feedback to agency management and internal customers for escalated tickets
* Tests, monitors, and troubleshoots a variety of complex platforms, operating systems, networks and applications using established procedures. Uses monitoring tools and other sources to matters of significance. Provides problem resolution support to Help Desk and other appropriate parties; resolves matters of significance or escalates as necessary.
* Documents and tracks complex reported matters of significance where assigned; ensures matters have been resolved as appropriate and in accordance with established service agreements or procedures.

**Environment:** Windows XP (PRO), MS Office 2010, Lotus Notes

**Maxima Technologies, Lancaster Pa Desktop Support Specialist July. 2011 – Feb 2012**

* Re-imaging laptops and desktops for end users
* Responsible for providing support to assigned Operations team(s) which may include monitoring individual and overall line group call statistics, tracking production employee attendance, performing a wide variety of general clerical functions, and preparing reports in a timely and accurate manner ensuring adherence to company policies and procedures while adhering to deadlines.
* Troubleshooting VOIP and Video Svcs & Web Audio conferences issues
* Creating User accounts in active directory for new employees
* Installing & configuring network printers to workstations
* Ordering printing material ( ink cartridges, paper, etc.) for office usage
* Responsible for peripheral setups, hardware and software upgrades
* Installing OS’s onto servers, and uploading software licenses to our dedicated license server
* Performing data transfers, machines are swapped out for new ones.
* Creating Windows login accounts for Operations employees, through active directory
* Using “workflow conductor” in SharePoint to show and manage the company’s day to day functions, by submitting documentation to the Project Manager.
* **Environment:** Windows Vista (PRO), MS Office 2010, Microsoft Exchange

**Teletech Government Solutions**, **Englewood, CO** **Help Desk** **Nov. 2009 – Jun 2011**

* Troubleshooting application and network issues
* Worked on the Census Project
* Involved with conference bridges to resolve high profile issues
* Customer support via email and telephone
* Managing business processes along with NOC processes using SharePoint 2007. This enabled the IT team to submit a more detailed and complex report of our workflow to upper management.
* Performing Password Resets for our global clients, on the Global Help Desk Station. (Remote & Local Users)
* Creating calendars using MS outlook for training purposes for team leads, and employees.
* Help Create templates for the Finance Department using MS Access, to keep a record of spending, cost, and inventory of our department needs. I also was tasked with creating a backup database for our IT department that mirrored our MS Access files.

**Time Warner Telecom Production Support Specialist Sept. 2007 – Aug 2009**

* Provided technical support for users that experienced problems using EPRO and other database

applications

* Assess and interpret customer needs and requirements
* Identify solutions to non-standard requests and problems
* Solve moderately complex problems and/or conducts moderately complex analyses
* Work with minimal guidance; seek guidance on only the most complex tasks
* Analyze/identify the nature and impact of problems/issues
* Verify/validate the problem/issue as identified in incident reports
* Maintaining excellent customer service duties with customers, and management.
* I provided application training for new users that used our system (EPRO)
* Using Clarify ticketing system to work tickets that were to the helpdesk for resolution.
* Tasked to help write new SQL scripts for issues that we were experiencing with our new CPO (Customer Product Order) system.
* Developing tools along with the development team to assist with a smoother transition from an old system to a new one.

**Environment:** Windows Vista, Microsoft Exchange, MS Office, UNIX

**Verizon Business/GCI Desktop Support Specialist May. 2007 – Aug. 2007**

* Maintained inventory of datacenter assets across the country.
* Worked on (SQL) Reporting Services
* Provided PC support for over 500 facility end users.
* Assisted with trouble-tickets submitted by users, using Remedy.
* Wiped and deployed Laptops, Desktops, and Blackberries.
* Provided hardware and Software upgrades for computers.
* Created accounts in Active Directory for training purposes.
* Provided password resets for users using the UNIX platform.
* Added network and personal printers to end users workstations.

**Environment**: Windows 2000, HP, Dell, Ethernet, MS Exchange, MS Office.

**Hewlett-Packard Telecom Technician Manager Jan, 2006 – May, 2007**

* Rack & Stack Cisco LAN equipment.
* Track and manage disconnects with vendor and end-user
* Manage all telephony assets, including hardware, software, and associated vendors.
* Direct and manage system inputs to ensure data integrity
* Drive performance through supplier scorecards and monthly reporting
* Facilitate coordination of supplier efforts with telecom providers
* Assist in the creation of guidelines, policies, and procedures related to ensuring efficient and reliable operations of the entrusted systems.
* Monitoring the job burn rates, according to the budget that was given to us.
* Using CRM to management applications for job orders.
* Console into LAN equipment to help solve troubleshooting issues with Interface switches, transports, and field techs, to ensure repairs of transmission issues.
* Writing queries & reports from (SQL) database
* Analyze vendor invoices & queries
* Using (SCM) Software Configuration Management System “Clear Case”. Helping to keep track of different internal and external file versions of releases that the company would use as builds.
* Used Share Point to share specific websites with technical team, so that training would be available for everyone. Creating documents that pertain to requisition orders, parts, and, job descriptions for HR department.
* Supervises ACS technicians and subcontractors with installing Fiber and Network cabling for clients.
* Interaction with Company installation team, customers, and all levels of Company personnel.
* Good understanding of voice and data transmissions.
* Responsible for overall telecom project supervision.
* Physically establishing Ethernet connections using fiber cables, and using Cat 5, 6 network cables.
* Building network infrastructures.
* Validating the orders& billed services
* Quoting jobs for various vendors.
* Monitored and support HFC network via Intermapper and HPOpenview
* Supported all networking equipment to include Cisco routers and switches
* Supported Motorola cmts and bsr 5000

**Environment**: Windows XP, Vista, MS Exchange, MS Office, Windows Server 2003

**Solution Incorporated Help Desk Specialist - Pentagon May, 2003 – Dec, 2005**

* Providing technical support to users on-site, and by phone daily.
* Working tickets that were sitting in the queue, using Remedy ticketing system
* Responding to personnel requests that were left either by voicemail, and emails, for business system support by established adherence schedules.
* Provide first-line customer service support to user community.
* Providing weekly status reports about funding, and database questions from contracting agencies.
* Monitoring all hardware and software equipment.
* Assigning, updating, and possibly closing our ticketing system.
* Assisting with management in creating and documenting IT help desk processes, procedures, workflows, and schedules in order to meet and /or exceed established service levels to our clients.
* Provisioned VOIP telephone service for  Lucent on behalf of  Sprint and Time Warner Communications.
* Provided Technical Support and Customer Service via email and telephone
* Troubleshoot issues through Remedy Ticketing System
* Worked with Level 3 on ASR's (Automated Service Requests

**Environment**: Windows XP, Vista, MS Exchange, MS Office

**Jones Networking & Associates, Alexandria, VA June, 2002 – May, 2003**

*Field Service Technician/Desktop Support Specialist – John Carlyle Buildings*

* Responsible for tracking/troubleshooting each component, and to assist the RMA personnel in replacing parts through warranty.
* Serves as the first point of contact, across the globe for the IT "hands-on-the-keyboard" user into the IT environment.
* Interacts effectively, courteously and directly with the user to resolve technical issues, and responds to queries and service requests that originate by telephone, web-based portals, e-mail, or other methods.
* Highly knowledgeable of IT operations, platforms, functions, and terminology.
* Demonstrated mastery of desktop systems and/or various software applications and concepts.
* Possesses a solid understanding of IT hardware
* Proficient in networking services, to include Active Directory and software installation
* Ability to read, write and implement standard operating procedures and technical documentation
* \* Ability to touch-type and enter detailed information in the trouble ticketing system while interacting with customers telephonically.
* Performing Data Transfers for end users.
* Deploying equipment, assisting the helpdesk with inventory control.
* Creating and maintaining daily ticket statistic reports for management.
* Providing technical support to PTO users. (Hardware & Software)

**Environment**: Windows XP, Vista, MS Exchange, MS Office

**TekSystems, Reston, VA Mar, 2001 – June, 2002**

*Desktop Support Specialist – NIH Campus, Bethesda MD*

* Troubleshoots software & hardware failures, and identifies network problems when they relate to PC’s.
* Assisting with inputting executable computer code for HTML pages. (Java scripting)
* Responsible for the end-user computing experiencing including the installation, repair, and preventative maintenance of personal computers and related systems, including printers.
* Performs all hardware/software installations and upgrades
* Using Remedy ticketing system to work tickets.

**Environment**: Windows XP, MS Exchange, MS Office