

# SHEILA PERCY

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Active secret clearance

References available upon request

## PROFESSIONAL SUMMARY

Graduating college student with knowledge in HTML5, CSS, and JavaScript seeking employment as a Front-End Web Developer.

## SKILLS

- HTML5
- CSS3
- JavaScript
- SQL
- Java
- Adobe Creative Suite (Photoshop, InDesign)
- Github
- XML
- Microsoft Suite

## CERTIFICATIONS/LICENSES

- CompTIA A+
- CompTIA Network+
- CompTIA Security+

## WORK EXPERIENCE

### **Help Desk Technician**

Bowhead – Dahlgren, VA – April 2018 to Present

- Provides Tier I telephone and email end user support.
- Creates, monitors, redirects, and updates tickets in Remedy.
- Creates and manages user accounts in Active Directory.
- Identifies problems, investigates causes, and escalates tickets to Tier 2 if needed.

### **Help Desk Technician**

GDIT – Fort Belvoir, VA – June 2017 to April 2018

- Provides Tier I and II telephone, email, remote desktop, and deskside end user support to onsite and offsite users.
- Creates, monitors, and updates tickets in Remedy.

- Participated in Windows 10 migration project, imaging computers and providing the bulk of help desk user supported during the migration period.
- Identifies problems, investigates causes, and escalates tickets to Tier 3 if needed.
- Creates and updates technical documentation and SOPs.
- Creates documentation and coordinates with property book office and Facilities to ship computers.
- Images computers using GhostCast

## **System Administrator**

US Army - Killeen, TX April 2010 to October 2015

- Team Leader, providing leadership and training for small teams of up to 5 personnel.
- Provided system administration, maintaining networks for 200+ end users in a hands-on help desk environment.
- Created and maintained networks, including the configuration of CISCO routers, switches, and VOIP phones, as well as firewalls, in extremely fast paced, high stress environments.
- Performed quarterly backups and updates for equipment, including routers, switches, wanscaler, firewalls, and VOIP phones.
- Acted as first point of contact for end users, troubleshooting and resolving issues, and imaging computers.
- Utilized Active Directory to create and maintain user accounts, add computers to the domain, and give users access to the share drive.
- Created and maintained company share folder, managing user access to folders.
- Two month project leading teams in the installation of CAFRS, troubleshooting issues with installation and training others on how to fix issues.
- Installing and configuring software, such as CISCO VPN Client and Citrix.

## EDUCATION

### **Bachelors in Digital Media and Web Technologies**

UMUC - Adelphi, MD June 2017 to August 2018

### **Associate in Computer Studies**

UMUC - Adelphi, MD September 2011 to October 2015

## MILITARY SERVICE

- Branch: Army
- Service Country: United States Rank: Specialist
- April 2010 to October 2015

## COMMENDATIONS

- Certificate of Achievement: Outstanding performance installing and maintaining all network equipment within one and a half hours of changing locations, ensuring reliable communications to all computer users.
- The Army Commendation Medal: Exceptional service as an Information Systems Analyst in support in support of Operation Enduring Freedom, Afghanistan.