NOC Technician - Night Shift NOC Technician - Night Shift Technology Support Specialist / Desktop Support Laurel, MD To obtain a position that would allow me to contribute and enhance my skills by utilizing my knowledge and experience in the field of Tech Support / System Administration in Information Technology and Management. Authorized to work in the US for any employer Work Experience NOC Technician - Night Shift GANTECH - Columbia, MD July 2018 to Present GANTECH, Columbia, Maryland NOC Technician - Night Shift (07/2018 to Present)   Provide 1st contact resolution and remote hardware, software and network technical support to include technical guidance, equipment installations, and removals and even for some categories of Request for Change.   Troubleshoot Layer 1 and Layer 2 network connectivity issues on routers and switches. Escalate unresolved incidents or problems to the appropriate service owner, business owner, account manager or Service Manager.   Monitor 24/7, with automatic alerts that notify technicians when servers or network connections are down with SolorWinds Orion. Technology Support Specialist III Howard Hughes Medical Institute - Chevy Chase, MD September 2018 to July 2019 Systems Administrator for KACE Systems Deployment Appliance Administrator Console imaging console, creating and deploying PC images.   Systems Administrator for VMware Infrastructure - vSphere/vCenter/VDI environments.   Create and manage Virtual Machines, install VMware tools, Templates, Cloning, deploy Virtual Machines and assign to the proper Pools.   Administer rights and permissions to license, manage, and modify SaaS, such as Dropbox, Adobe Creative Cloud, Microsoft Office 365.   Work with Dell representatives on yearly equipment hardware upgrade and recommendations.   Provide training and mentor new hires/contractors on the company s processes upon joining the Tech Support Team.   Print server Administrator for Canon and Xerox multi-function copiers and printers. Technology Support Specialist II Howard Hughes Medical Institute - Chevy Chase, MD February 2018 to September 2018   Responsible for administrating NAS storage/file sharing using CTERA for field sites/SOO s.   First point of contact when incidents are escalated to Tier III and implement a resolution in a timely manner.   Create documentation for Knowledge Base, HOW-TO s and share with Teammates and end users.   Responsible for twenty-two Canon multi-function copiers hardware upgrade deployment project.   Follow up with

end users once tickets are resolved to gage their overall user end experience and satisfactions. Coordinate with People & Culture, hiring managers, to perform onboarding and offboarding task.

Technology Support Specialist I / Systems Administrator Howard Hughes Medical Institute - Chevy Chase, MD June 2016 to February 2018   Support users operating Windows 7/10 on DELL and Lenovo hardware.   Support MAC High Sierra and below OS, managed with Casper/Jamf. Install/configure Secure Pulse VPN client.   Support users running Microsoft Office Suite and Microsoft Office 365 Cloud products.   Exceptional interpersonal skills, with a focus on rapport building, listening, and questioning skills.   Provide remote support, including installing and upgrading software, implementing file backups, installing anti-virus software and configuring systems and applications.   Troubleshoot virtual desktop issues (VDI) - connectivity problems.

Systems Administrator/Desktop Support CFP Board - Washington, DC October 2015 to June 2016 Support the CEO, CFO, CIO and the Executive Leadership Team (ELT) along with 143 users. Responsible for VOIP infrastructure including Cisco Call Manager.   Setup and configure Cisco phones using CUCM for new users and perform MACD (Move, Add, Change, and Delete) users for Call Manager, and Voicemail.   Handle high profile seminars/webinars and events that include VTC and A/V support.   Administrate Adobe Connect, monitor webinars and live recordings.   Install software, modify and repair hardware and resolve technical issues.   Process incidents/requests in a high pressure, time sensitive environment via email, instant messaging, fax phone and desk side. Perform staff development duties and train IT support team members; author and develop user guides for system applications; monitor and analyze performance, and document operational activities.   Monitor System Performance of Virtual memory, Disk and CPU utilization. **IT Help Desk Specialist II** University of Maryland Medical Systems - Columbia, MD February 2015 to October 2015   Active Directory password resets, account creation and membership management. Troubleshoot and monitor Citrix sessions via the Citrix AppCenter (Citrix Farm).   Troubleshoot VPN and connectivity issues with Juniper.   Assist with the installation of Citrix receiver, troubleshoot .ica issues.   Utilizing remote access, troubleshoot and install various applications.   Provide advanced troubleshooting and assists customers with systems issues including Novell, AD, PC/Laptop/Mobile,

printer, software, hardware, network connectivity and database problems over phone or remote support.   Assist in training staff and mentor Help Desk staff. Help Desk Analyst TEKSystems - Catonsville, MD August 2014 to October 2015   Responsible for supporting end users in a 24x7 capacity worldwide.   Support a helpdesk that is going through a Windows 7 migration in a large enterprise environment troubleshooting to triage and/or resolve issues.   Test, Rollout and Support Globally for RSA Secure ID Tokens as well as reset pins and generate token push to mobile devices.   Create, route, and track incident tickets through HP Service Manager.   Troubleshoot and monitor Citrix sessions via the Citrix AppCenter (Citrix Farm).   Received and answered all calls and emails related to computer issues and interruptions to service and disruptions to working ability, as well as connectivity errors.   Configure and troubleshoot Cisco AnyConnect VPN access. Connect remotely to clients PC's to resolve issues via LANDesk.   Add/move/change user profiles, group policies/permissions, execute backups/migrations, corrupted profile recovery, etc. Jr. Systems Administrator/Desktop Support Specialist NGEN, LLC - Largo, MD June 2013 to August 2014 Support the CEO, CFO and the Executive Leadership Team (ELT) along with 100 users.   Part of a weekly on call rotation that handles 24-hour support for clients nationally.   Engaged and tracked Level I and Level II technical issues with responsibility for the timely documentation, escalation, resolution and closure of tickets in AutoTask.   Assist Help Desk customers with troubleshooting of computer related issues such as virus removal, software installs.   Manage, create new user accounts and reset passwords in Active Directory, Exchange and Office365.   Part of the support specialist team that migrated users from Exchange to Office365. Helpdesk Support Specialist Intern Immersive Concepts - Adelphi, MD August 2012 to May 2013   Provision, configure, integrate, test, install, operate, troubleshoot, and maintain (system level) Video Teleconferencing equipment to include Video Communication Servers (VCS), Telepresence Management Suite (TMS), Multipoint Control Units (MCU) and Cisco Telepresence Endpoints in the corporate integration lab   Maintain integration lab Unified Communication testing environment to include, web collaboration services, for use-case testing   Provision, configure, integrate, test, install, operate, troubleshoot, maintain, and repair (system level) enterprise VOIP phone systems including VOIP phone units, voicemail,

and the call manager system.   Perform racking and equipment installation according to schematics.   Establish and maintain cable management Education Associates in Information Systems in Information Technology University of Maryland University College (UMUC) Present Skills Networking. (4 years), self-starter (7 years), self-directed (7 years) Certifications/Licenses CompTIA A+ Present CompTIA Network+ Present CompTIA Security+ Present HDI Desktop Support Technician Present ITIL v3 January 2017 to Present Microsoft Certified Solutions Associate (MCSA) Windows 10 May 2017 to Present Additional Information   Technical Skills: Proficient in installation, configuration, and troubleshooting of various software applications, hardware and software tools. Highly motivated self-starter with experience in Tier 1, 2 and 3 support and Computer Networking. Demonstrated professionalism and tact when addressing issues that required to rapidly and cost-effectively resolutions of challenging and technical matters.   Quickly study in mastering new technology; equally successful in both team and self-directed settings; and proficient in a range of computer systems, languages, tools and IT methodologies.

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