

Senior Technical Specialist Senior Technical Specialist Senior Technical Specialist - George Mason University Burke, VA With over 8 years of professional experience in the IT field, and nearly 5 years in application, database, and system administrator capacities, I have the knowledge and expertise that ranges from the help desk to implementing IT service management tools in both SaaS and on-premise environments. My understanding of ITIL Foundation, business intelligence tools, networking, IT security, and customer service are what make me effective in every role I hold. Authorized to work in the US for any employer Work Experience Senior Technical Specialist George Mason University - Fairfax, VA November 2017 to Present Lead a team of over 10 employees who manage, repair, connect, and coordinate installations across 10,000 pieces of computing equipment used by faculty and staff at the university. Train and educate team members on emerging technology. Serve on the university's ITSM Steering Committee as a subject matter expert. Serve as a technical expert on multiple large-scale projects such as staff moves, building openings, and software governance. Work with multiple departments such as HR, IT Security, Networking, and system administrators to ensure the customers' needs are met. ITSM Database/Application Administrator George Mason University - Fairfax, VA June 2013 to November 2017 Implement and administer the university's ITSM application, both SaaS and on-premise. Administer SQL Databases and manage data imports and exports. Develop reports using business intelligence tools and SQL queries. Assist departments with designing and refining their IT processes. Serve as a subject matter expert to upper-management. Develop and manage various integrations to access data residing in LDAP, Active Directory, Web Services, and other software APIs. Frequently communicate with key stakeholders to determine their functional needs and translate their requirements into technical specifications. Work on multiple large-scale projects involving identity management, knowledge management, IT service management, a university web site redesign, and rollout of a new service catalog. Train users and create documentation. Support Center Analyst George Mason University - Fairfax, VA May 2011 to June 2013 Provide support to 40,000 users in the Mason community over the phone, through email, via live-chat, and in-person. Wrote an application used by all university faculty/staff to migrate local Mozilla Thunderbird email

into the new Office365 platform at a 90% success rate. Education Bachelor's in Computer Science  
George Mason University - Fairfax, VA August 2012 to May 2019 Skills Database, MySQL (5 years),  
Sql (5 years), Asp, Coldfusion, Asp.net, Firewalls, ITIL (6 years), Ssl, Sftp, Single sign-on, Html,  
Javascript, PHP (10+ years), Python, Scripting, Visual basic, Xml, Bash (7 years), Java (10+ years),  
ITSM (5 years), LDAP, Active Directory (5 years) Certifications/Licenses HDI Support Center  
Analyst Present FAA Private Pilot December 2017 to Present Airplane Single-Engine Land with  
Instrument Rating

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