

IT Help Desk IT Help Desk Tech Support at Cox Communications Norfolk, VA Work Experience IT Help Desk NMCI - Norfolk, VA Present Provided hardware and software support for the Navy/Marine Corps computer systems, peripherals, and printing devices Performed system administration services including file servers, LAN/WAN, Active Directory and Microsoft Exchange Accounts Troubleshoot network connectivity issues on Dell workstations and laptops Resolved trouble calls and administered Windows accounts Monitored Remedy and Service Manager queue for new tickets and escalations Tech Support Cox Communications - Chesapeake, VA May 2009 to August 2011 Analyzed and made recommendations based on call volume trends and other factors for forecasting future customer service needs involving staff and call capacity Effectively utilized troubleshooting tools such as iNAV, EdgeHealth, CHSI, Polaris, and large company databases Assisted customers with reinstalling software, resetting modems, TCP/IP settings and other functions by performing detailed troubleshooting Resolved questions/concerns quickly and efficiently by actively listening and personalizing techniques to satisfy customers needs Ensured proper installation and configuration of modems, routers, USB Ethernet adapters, drivers, hardware, and software Resolved service issues related to Cox products such as DVRs, HD boxes, Cox High Speed Internet and Cox Digital Telephone Security Analyst New York Times - Norfolk, VA February 2009 to May 2009 Functioned as user security and workflow analyst Completed security and workflow maintenance with established Service Level Agreements (SLA) Supported user security in current applications such as PeopleSoft Finance (PSFIN) and PeopleSoft Human Capital Management (PSHCM) Documented security solutions that supported business units in efforts to retain strong levels of control Supported new applications as identified by management Developer Assistant Liberty Tax - Virginia Beach, VA September 2008 to January 2009 Developed and configured software tax law changes using a defined development methodology such as the Systems Development Life Cycle Process Edited and updated record layouts for Esmart developers and programmers Created, deleted, and modified line descriptions for federal and state tax forms Generated and designed PDF tax form files according to specific state regulations Engineering Intern Wasabi Systems - Norfolk, VA June 2008 to August 2008 Maintained database

inventory for servers, initiators, hard drives, CPUs and motherboards    Installed numerous Gentoo Linux Operating Systems    Troubleshooting and installing servers in server rooms, replacing necessary parts    Conducted standard storage tests using Wasabi SAN and NAS Box Software Education BS in Information Systems Old Dominion University - Norfolk, VA January 2004 to January 2008    Skills Technical Support, Help Desk, Hardware and Software Support Certifications/Licenses CompTIA Security+ October 2011 to October 2014

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