

IT support IT support IT support - Nextec Inc Herndon, VA I'm an individual that is considered honest and dependable, able to establish positive relationships while possessing strong interpersonal and communication skills. I am seeking a career position where I can use and expand my current skills while obtaining new ones. Work Experience IT support Nextec Inc - Herndon, VA April 2019 to Present Provide Helpdesk Support to end-users of proprietary software Proficient in MS Office applications Desktop Configuration, Imaging & Standardization Document all issues and generate reports detailing common problems and error trends Provide IT services as needed: Installing new desktops systems, quality assurance for all team members Monitor IT assets (Phone, Laptops, Monitors, Printers) Assist customers with hardware and network issues Beer Representative Expertaste Marketing August 2018 to Present Conduct Beer samplings in various stores in Northern Va and DC area Set up and breakdown of table and sampling supplies Be knowledgeable of alcohol brand and drinks that are being sampled for the day. Helpdesk Support/ Network Admin HCentive - Reston, VA November 2018 to April 2019 Provide Helpdesk Support to end-users of proprietary software Proficient in MS Office applications Desktop Configuration, Imaging & Standardization Document all issues and generate reports detailing common problems and error trends Provide IT services as needed: Installing new desktops systems, quality assurance for all team members Monitor IT assets (Phone, Laptops, Monitors, Printers) Assist customers with hardware and network issues Active Directory Management Virtualization, VMware HelpDesk/ Network Administrator Inscope International - Reston, VA April 2016 to November 2018 Provide Helpdesk Support to end-users of proprietary software Proficient in MS Office applications Desktop Configuration, Imaging & Standardization TCP/IP networking concepts Document all issues and generate reports detailing common problems and error trends Escalate service issues to appropriate client representatives Provide IT services as needed: Installing new desktops systems, quality assurance for all team members Provide reliable quality of service for employees to include WAN, LAN VOIP, VPN, WIFI and other industry standard protocols of communication. Assist with projects consisting of IP configurations in Linux software Maintain storage space for servers Monitor IT assets (Phone, Laptops, Monitors, Printers) Assist

customers with hardware and network issues    MS Windows Servers, MS Exchange Server  
Active Directory; Proficient in Symantec and Sophos antivirus services    Proficient in Control Now  
and Automaton patch management    Cisco Call Manager    Familiar with ATM systems    Able to  
troubleshoot ATM systems    Virtualization, VMware Crown Plaza - Herndon, VA January 2014 to  
May 2016    Provide guests with exceptional friendly service    Communicate with management to  
ensure all operations run smoothly    Work as a team to ensure restaurant cleanliness and guest  
satisfaction    Assist in other areas as needed Recruiter/Sales Dexter Systems - Reston, VA  
February 2015 to April 2016    Full-life cycle recruiting experience for IT development, Testing, and  
Business Analyst roles    Maintained and consulted over 80 employees    Provided client relations  
support when needed    Created and maintained all employees files    Correspond with other  
recruiters about interviews and employee information    Keep up with sales goals and be responsive  
with team members Teller Suntrust - Herndon, VA February 2013 to January 2014    Conduct  
customer transactions in a friendly manner    Refer clients to new banking products based on their  
needs    Assist in opening accounts by making referrals    Provide clients with knowledge of  
promotions and upcoming events Education Business Management George Mason University  
January 2017 to Present Northern Virginia Community College - Sterling, VA August 2008 to June  
2015 Associates Degree Northern Va Community College Skills Dns, Dhcp, Ms office, Ethernet,  
Mac, Active Directory, Service Desk Additional Information    Multilingual - Able to communicate in  
English and Urdu (written/spoken).    MS Office and Internet    Windows and Ubuntu    DHCP/DNS  
Ethernet    Proficient with Phone, Printer,    Meticulous and Organized    Work Well with Staff and  
Customers    Familiar with Mac Desktops    Service Oriented

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