

IT Support Specialist IT Support Specialist IT Support Specialist - Oliff PLC Arlington, VA Work Experience IT Support Specialist Oliff PLC - Alexandria, VA March 2018 to January 2019 \* Manage supply room with over 1500 pieces of equipment. \* Manage inventory daily keeping it up to date with an Excel spreadsheet. \* Install and maintain the hardware's and software's for all users. \* Setup presentation for WebEx meetings. \* Install printers, computers, monitors, Telephones to all users \* Answer help desk calls and email messages, create tickets. \* Networking protocols such as LAN, WAN, TCP/IP, DNS. \* Setup weekly luncheons using our media site and polycom sound system. Level 1.5 Customer Support IT Service Technician Insight - Washington, DC October 2017 to February 2018 \* Image 2-4 laptops daily. \* Familiar with Networking protocols such as LAN, WAN, TCP/IP, DNS. \* Troubleshooting printers, PC's, laptops, mobile devices. \* Daily inventory check using Excel. IT Desktop Support, Helpdesk Analyst Internship Hilton Worldwide - McLean, VA February 2017 to July 2017 \* Troubleshoot PCs and MAC computers. \* Image and re-image Mac and Windows PC as needed, transfer data as needed. \* Install software programs on HP and Mac Laptops including VPN for admin users as needed. Upgrade operating systems. \* Initiate and troubleshoot AV and WebEx for internal meetings. \* Configure and troubleshoot Cisco 8845 corporate video phones. \* Create, revise, and update Hilton Operating Manual as needed. \* Manage and organize the IT department assets daily using Microsoft Excel. \* Manage 30 Cisco telepresence conference rooms daily Bloomberg BNA Security Officer Universal Protection - Arlington, VA February 2016 to August 2016 \* Greeted guests and employees in a cheerful and welcoming manner. \* Inspected bags and scanned employees and visitor's identification. \* Ensured the highest quality security services in the protection of personnel, property and information with professionalism. \* Preserved order and enforced rules, regulations and directives for the viability of the site and the safety of personnel and equipment. \* Answered questions and assist guests and employees. \* Patrolled the facility, internally and externally. Staff Coordinator United States Navy Memorial - Washington, DC February 2013 to June 2015 \* Organized staged events at the Memorial Plaza such as retirements, concerts and movie premiers setting up the stage, chairs and sound system. Stayed onsite to troubleshoot. \* Set up and managed US Navy Memorial video that played

periodically throughout the day for visitors. \* Conducted hourly tours at the Naval Heritage Center guiding customers through the museum exhibits and answered questions to help with better understanding of the center. \* Greeted and orientated visitors to the museum. Education Information Technology Training George Mason University, Northern Virginia Community College, Johns Hopkins University, Montgomery College - Arlington, VA August 2016 to August 2017 Oxen Hill High School 2012 Skills CISCO (Less than 1 year), NETWORKING (1 year), ROUTER, PRINTERS (1 year), HELPDESK (Less than 1 year) Assessments Technical Support Familiar August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results: [https://share.indeedassessments.com/share\\_assignment/vhelgwcletay-4dq](https://share.indeedassessments.com/share_assignment/vhelgwcletay-4dq) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Technical Skills \* Hardware: Cisco IT Essentials (PC software and hardware); HP desktops & laptops; Dell desktops & laptops; Lenovo ThinkPad laptops; HP printers; general computer builds and repairs; hardware installations and swaps \* Networking: Networking experience (running cables, troubleshooting connections, activating ports, basic router configuration, switches, Wi-Fi router) \* Support: Helpdesk: escalation and documentation on ticketing system, customer service support (email, phone, and in person)

Name: Samuel Nolan

Email: odorsey@example.net

Phone: 001-718-211-7826x38755