

Senior IT Service Desk Analyst Senior IT Service Desk Analyst Senior IT Service Desk Analyst
Martinsburg, WV Certifiably geeky and highly experienced, customer driven technical support guru with over 19 years of progressive and practical hands-on experience troubleshooting an endless variety of complex IT and customer facing technical support incidents. I am certified by CompTIA in Security+, A+. I'm a Microsoft Certified Professional (MCP) with Microsoft Windows Enterprise Desktop Support Technician certification as well as a Certified Professional Ethical Hacker (CEH) by the American Business & Technology University. I am a former Federal employee with DHHS/NIH, I am currently medically retired (disability annuitant) with full Federal reinstatement rights and I qualify for Competitive Service under Schedule "A" Federal hiring authority. Authorized to work in the US for any employer Work Experience Senior IT Service Desk Analyst The Reinforced Earth Company - Reston, VA January 2018 to June 2019 Served as the only Senior Service Desk Analyst, I was tasked with all aspects of troubleshoot all varieties of complex IT issues for all 17 (approx. 1200+ users) Vinci Construction subsidiaries within SFIT North America while based at the Reinforced Earth Corporate Offices. My Primary focus was escalated level 2 and 3 incidents and services while working with the North America Network Infrastructure Team. Tracked incidents, service, software and hardware requests via EasyVista ticket tracking system and escalate as needed various teams (network, messaging) and or to SFIT Teams globally. Created, configured Active Directory accounts, security groups, permissions and file and server access. Troubleshoot SCCM, Managed licenses for Adobe, REVU and other software products. Troubleshoot network connectivity issues (VPN, DNS, IP, etc.) Remote Desktop and network printers and company WiFi. Handle Tier 1 incidents as needed. Mitigate compromised user accounts, password resets, data recovery, data migration. Provide on-boarding of new employees - Recovered and preserve data of departing employees. Manage Exchange email (for on premise servers) and Office 365 accounts. Setup and deploy Skype for Business, MS Team and configure telephone extensions & and set up Polycom desk phones. Configure OneDrive (our workstation backup option) and create, troubleshoot user Windows profiles and configure and install any new user software. Maintaining inventory tracking of IT assets. Image and install Corporate software and deploy on HP laptops and

desktops (Windows 10) and administer all needed updates via SCCM or other means. Administer Windows LAPs (Local Admin Password Security) for users as needed or requested. Install and setup Blue Jeans video conference software on end user machine as well as in video conference rooms as needed. Installed and configure company specific AutoCAD, MathCAD and Oracle software on engineering workstations. Manage whitelisting of approved website URL's on both USA and Canadian PaloAlto Firewalls as well and mitigate compromised accounts per policy and procedures.. Provided access to share network resources and printers via Active Directory Management servers using security groups and other means. Manage mobile devices within the Office 365 Administration portal and assist with configuring email/wifi access to Vinci resources (Outlook, email setup, etc) on iPhone, iPad, Android OS based mobile devices. Managed distribution lists and shared mailboxes within Office 365. Assisted in writing "How-To" documentation for end users. Documented procedures and workflow for fellow team members regarding incidents and problem solutions. Traveled and provided IT assistance to Vinci-Construction companies while at Corporate events around the USA. Served as the single point of contact for MacPro, MacOS Server equipment as needed. SME Technical Support Engineer www.sandboxie.com June 2015 to April 2017 Invincea, Inc cybersecurity Company Closed - Bought out by Sophos & took buy out Fairfax, VA Technical Support Engineer for one of Washington DC's fastest growing venture backed Cybersecurity start-ups. Sole Provider of tier 1-4 Technical Support and liaison directly with Invincea developers & engineers regarding the Sandboxie Isolation Container product which has over 4 million registered users and has been an industry leader for over 13 years. Served as the Subject-Matter-Expert (SME) regarding Sandboxie Technical Support, Beta testing, Engineering assistance, crash debugging and complex technical problem solving. Maintained Sandboxie.com phpbb website, administer the Sandboxie forum (over 24,000 active users) and handle all matters of sales related to Sandboxie. Draft & issue DMCA Take Down notices on behalf of Sandboxie Holdings for copyright infringements and API hacks and exploits that are publicized online. Recreate and simulate highly complex technically challenging product related issues involving Windows Operating Systems and how it integrates and co-exists with the

Sandboxie Product. Coordinated crowd sourcing of bug, security and failures by using a cash bounty system to identify and reconcile potential security breaches, exploits. Maintained, tracked and logged license key activation server in MS- SQL & PHPBB. Monitored websites that deal with compromised product activation license keys and investigate possible breaches and blacklist licenses as required. Documented and reproduced reported issues using VMWare Workstation to maintain, build and update Windows XP, 7, 8 and Window 10 32 and 64 bit VMs and Microsoft Fast Ring Dev Builds of Windows 10 and test Sandboxie Beta builds with these VMs. Documented Invincea products and procedures & created user friendly "how to" documents for the Sandboxie platform. Sandboxie was named LifeHacker #1 Utility and LifeHacker UK #1 Utility of Top-10 "Software to Have On Hand.". Bechtel Executive Global Security Coordination Center Information Systems & Technology - Reston, VA January 2013 to May 2015 Reston, VA Provided technical on-site, telephone, IM chat support to senior Bechtel Corporation management, stakeholders, VIPs and guests in the Reston Corporate office as well as various locations in the US and Globally. Maintained on call 24/7 IT executive assistance to senior Bechtel management as well as our Dulles Jet Center aircraft operations office. Served as the central point of contact for the 365/24/7 Bechtel Executive Global Security Coordination Center (SCC) for all IS&T issues on a critical, urgent basis for potential internationally sensitive issues impacting Bechtel and it's contract sites. Supported and assisted with mobile devices (iPhone, iPad, Microsoft Surface, Blackberry, and Android) for device installs, upgrade and troubleshooting & email/data encryption. Troubleshotted advanced technical issues with Apple OSx / Mac products such as Apple MacBook, MacPro running OSx Lion, Mountain Lion, Yosemite and El Capitan. Managed, maintained and distributed SafeNet Hybrid and OTP Security Two-Factor Authentication Tokens. Supported senior level executives & stakeholders with many different and complex technical challenges. Set-up and support large business meeting conferences with various Bechtel Business Units, external clients and customers. Coordinated and setup video teleconference meetings with Bechtel senior management with remote Bechtel locations and troubleshoot any issues. Supported PolyCom based audio and video conferencing over IP bridge and point-to-point connections. Setup users IS&T

equipment for on-boarding. Provide training. Maintained, added, edit & managed Active Directory and Exchange email accounts. Performed confidential data collection for the Security Operations Center (SOC). Installed Cat 5/6 cabling and switches and WAPs as well as redundant power units. Imaging on new Bechtel hardware. Maintained accurate IT inventory levels within Bechtel Corporate. Primary deskside support for 450+ Corporate employees. Configure email security encryption and certificates as well as Wi-Fi encryption certificates for iOS, Android & other mobile platforms. Desk Side Support Analyst Contractor Bechtel Power Corporation - Frederick, MD August 2012 to January 2013 Troubleshoot complex desk side IT (Tier 1-3) related issues for Bechtel Corporate customers (approx. 2200 users at Bechtel Park in Frederick, MD.) Setup and configured new HP Desktops & HP and Toshiba laptop computer systems. Managed, maintained and distribute RSA Security Two-Factor Authentication Tokens. Created, managed, updated and deployed client "images" via Symantec Ghost and Image X. Migrated user data and profiles from XP technical support Winchester, VA May 2011 to May 2012 Winchester, VA May 2011 - May 2012 Maintained client and local Government computer and network systems via around the clock remote and desk-side technical support. Troubleshoot complex workstation, server and networking issues. Build, installed and configured Windows Server 2003, 2008 and Small Business Server for clients. Deployed Windows OS patches, Anti-virus updates, Anti-malware and other critical patches of via remote patch management or onsite as needed. Installed, configured firewalls, routers and switches (SonicWALL, PIX) Maintained Active Directory and Exchange email accounts (2003, 2007, 2010) Troubleshoot all Windows OS Systems (XP, 2000, 2003, 2008 and Windows 7) desktop computers and servers. Configured, Built and deploy VMWare ESXi Virtual Machines and Windows servers in a virtual environment. Created and maintained system backups with Windows NT Backup, Mozy Pro online, Carbonite and Amazon Experience with HP Proliant and Dell Servers as well as all Dell desktop PCs and laptops. Facility IT Specialist MicroTek Computer Labs - Herndon, VA February 2010 to April 2011 Herndon, VA Feb 2010 - Apr 2011 Ensured that all computers/network setups were (hardware and software) operating consistently for customer events and training. Installed, maintained, and troubleshoot computer hardware and all related peripheral components in each

classroom. Installed, maintained and troubleshoot network switches, routers, firewalls and VLANs & VOIP devices. Troubleshoot and configured DHCP, static, and wireless configurations and related network protocols. Troubleshoot, repaired, replaced PC and networking components as needed. Extensive experience in troubleshooting, upgrading and repairing Dell Optiplex 260,280,620,745,755 computer systems. Troubleshoot Microsoft Operating Systems Win XP, 7, 32/64 bit systems as well as different distributions of Linux operating systems as needed along with custom customer configurations and installations. Created, maintained and deployed client and corporate software images using Symantec Ghost Solution Suite. Configured, updated and managed patches and hot fixes to all software, anti-virus and firewall, switches and wireless routers and related hardware. Experience with Windows PE,PXE and TFTP boot environments. Maintained and monitored network bandwidth and configure resource policies as needed via hardware firewalls and network switches. Maintained inventory of all MicroTek equipment and software. Certified testing proctor for Microsoft Prometric, Castle, Camoria as well as Dept. of Homeland Security/TSA, U.S. Postal Services, FBI and related testing exams. IT/RS Inventory Control Specialist IT Inventory Management Specialist United States Pharmacopoeia - Rockville, MD 2007 to February 2010 Rockville, MD 2007- Feb 2010 Served as the inventory control central-point-of-contact for all Reference Standards for the USP as well as all IT related hardware and software. IT Inventory Management Specialist Medical Disability Retirement Federal Government of the United States Systems Engineer 2003 to 2007 based machines to Windows 7 Enterprise desktops. Troubleshoot and configured Microsoft Bit-Locker drives and USB devices. Maintained Active Directory and Exchange Email accounts (2003, 2007, 2010) Remediated malware and viruses on infected IT devices. Maintained accurate IT inventory and audits. Systems Engineer Global Technology Services, LLC (GTS) Company Closed - Dissolved IT Inventory Management Specialist DHHS/NIH/NHLBI/IAMB - Bethesda, MD 1999 to November 2004 Medically retired from Federal Service in 2004 under Medical Disability Retirement Annuitant at the GS-2010-11/3 grade level with full Merit Status and Reinstatement Rights. Executive IT / VIP Deskside Support Bechtel Corporate Headquarters Education AA in Computer Information Systems Penn Foster College - Scranton, PA

2015 to 2016 American Business & Technology University - Saint Joseph, MI 2015 to 2016 Skills Help Desk, Active Directory, Desktop Support, MAC, Service Desk, DNS (10+ years), SCCM (2 years), Troubleshooting (10+ years), TCP/IP (10+ years), IOS (8 years), Android (8 years), Servers (10+ years), Windows 7 (10+ years), Mac OS X (9 years) Links <http://www.linkedin.com/in/cbelldina> Awards Bechtel Corporate Leader+ Superior Service Awards [Numerous 2001 NHLBI Directors Award US Federal Government Sustained Superior Service Award [U.S. Federal Government] Invincea Employee of the Quarter [2015] Federal Government Outstanding performance rating [4 consecutive years 200-2004] Employee of the Quarter [MicroTek 2010] Certifications/Licenses CompTIA A+ Present Essentials & Core COMP001005848395 CompTIA Security+ Present COMP001020212990 Linux+ Present Microsoft Certified Professional (MCP) Present Certified Ethical Hacker (CEH) Present American Business And Technology University MCITP Present MCP Additional Information Microsoft Windows [MCITP] MacOS Server, Sierra, High Sierra, Mojave & iOS and Android OS Microsoft Surface Device Deployment Lync Communications [Strategy & Technical Support] Office 365 Troubleshooting Windows 10 Update for IT Pros Configuring Outlook for Office 365 Raspberry Pi Setup and Configuration Certified Professional Ethical Hacker [CEH] Introduction to Windows PowerShell

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