LAN Support Specialist LAN Support Specialist Technical Support Specialist Washington, DC Work Experience LAN Support Specialist TAYS Inc September 2018 to April 2019 Social Security Administration (Contract) 9/2018 - 4/2019   As a LAN support contractor with the Office of Electronic Services and Technology (OEST), I analyze, test, troubleshoot, and evaluate existing network systems and Internet system or a segment of a network system support to the Deputy Commissioner for Operations, the Associate Commissioner and the OEST employees. I assist with the planning, developing, implementing and monitoring a variety of software and hardware support activities and ensures an effective security and integrity program.   Assist senior analysts in providing technical services supporting SSA Online. Participates in the development and implementation of new Web page features and designs.   Create or update technical documentation for network installations or changes to existing installations   Document help desk requests and resolutions.   Install network software, including security or firewall software. Coordinates DCO software implementation activities and provides software and STAR help desk support for problem reporting, analysis and remedial measures as well as providing procedural clarification.   Work with components, validates and evaluates modernized software and support materials in the Model District Office and Test Processing Module, prior to implementation, to ensure operational requirements are satisfied.   Participate in varied computer platforms in multi-layered client server environment.   Monitors and supports national software and online and batch systems performance on behalf of operational end user to ensure operational expectations and performance standards are satisfied.   Develops and manages mechanisms to evaluate user reaction to modernized software and support materials to define, shape and refine future Agency approaches to modernized software development.   Determines and defines technological hardware needs for Operations components and ensures the acquisition, effective implementation and innovative usage of the technology.   Evaluates the acquisition of state-of-the-art technologies such as imaging, storage and retrieval alternatives, and optical disk capabilities to modernize and streamline labor-intensive processes.   Provides oversight in the management of automated computer processes in large components; identifies and defines support requirements, such as procedural

and technical training needs, to assure the smooth operation of these computer processes.
Ensures that technical support, including procedural instructions and comprehensive user training, is provided in conjunction with the integration of modern technology into Operations' day-to-day activities.   Train users in procedures related to network applications software or related systems.

  Oversees and manages the distribution and implementation of personal computers and related equipment.   Defines the operational security and audit control requirements to ensure an effective and efficient program to deter and detect improper systems usage for fraudulent purposes.
Coordinates the implementation of security software controls and evaluates their effectiveness.

Desktop Support Specialist State Highway Administration December 2017 to September 2018
Assist with Laptop / Desktop Configuration or related equipment   Identify the causes of networking problems, using diagnostic testing software and equipment.   Install and configure Tablets, Laptops, Desktops Imaging / Installs   Configuration of Mobile Devices (iOS) iPhone & iPad   Remote Desktop Connection   Configure security settings, password reset or access permissions for groups or individuals   Maintain logs of network activities and update Active Directory (Adding Users to The Correct Group)   Utilize Maximo Ticketing System   Utilize Virtual Machine Configuration (Dell Wyse)   Port Toning   App Volumes (By VMware) Creating a User Profile   VMware Horizon "6 Assigns Users to VMs & Create User Pools Satellite Technician SSA Office Nationwide November 2016 to August 2017 Social Security Administration   Remote support for 1700+ SSA Office Nationwide   Identify the causes of networking problems, using diagnostic testing software and equipment   Monitor Satellite Signal Strength and Frequency   Troubleshoot Media Gate Routers Activate, deactivate and authorize all field site receivers controlled for the integrated satellite database   Perform system configuration and database backups on a regular schedule   Provide technical support for all equipment in the Interactive Video Training network   Assist the field technicians with installation and site configuration   Communicate troubleshooting information for the repair or placement of non-satellite equipment to a VBMS technician   Document help desk requests and resolutions using the CAPRS ticketing system Network Administrator Meggitt Defense Systems May 2016 to September 2016   Network Cable Installation and Terminating   Virus and

Security Software Tracking   Maintain the Network hardware and software   Backup Data Recovery   Install, configure, maintain and troubleshoot end user desktops   Windows Server (2003-2012R2)   Power Edge VTX configuration   Active Directory   Network Design and Implementation   HTML   Software Testing   Administering Network Security   System Upgrades of Service Packs, Hot Fixes

Desktop Support Specialist/ System Administrator Public Trust Clearance January 2016 to May 2016 Lockheed Martin (Department of Health and Human Services)(FDA & CMS)   Oversee HHS building in Silver Spring 8455 Colesville Road supporting 300+ end users   Backup and data recovery   Installation of network printers and printer mapping   Hardware and software installs for Government Agencies   Remedy System   HHS/ITIO Imaging -   Install, configure, maintain and troubleshoot end user desktops   Troubleshoot CAC readers/PKI   Maintain remote access for off-site and on-site employees   Install, modify, and repair computer hardware and software   Install for new users Laptop/Desktop configuration   Computer asset tracking Desktop Support (Epic Go Live Project) University Of Maryland Rehabilitation & Orthopedic Institute November 2015 to December 2015   Laptop / Desktop Configuration   Password Reset   Configure PCs and laptops, problem ticket resolutions and track problems using Remedy system   Load software packages such as networking components, operating systems and office applications   Distribute software installs and updates   Installation and repair of operating system and applications on desktop & laptops   Troubleshooting a variety of computer issues   Setting up computer security measures   Install and configure monitors, keyboards and printer Help Desk Analyst WBCM- Architecture, Engineering, & Construction August 2015 to September 2015   Reset passwords   Establish, maintain and monitor groups and access controls   Distribute software installs and updates   Ability to install basic equipment (monitors, keyboards, printers and disk drives), load pre-approved software packages   (operating systems, networking components and office applications) and troubleshoot end-user issues with desktop and laptop hardware, software applications such as Microsoft 365/2013, and office IT hardware such as printers and scanners   Maintain remote access for off-site and on-site employees (Remote Desktop Connection)   Experience providing IT service desk-style support to end-users using Windows 7 and Windows 8.1   Active Directory & Group

Policy   Remote Desktop Connection   Laptop / Desktop Configuration   Window 7 Installs 2 Help Desk Support/NOC Tier May 2014 to August 2015 Global Telecom Brokers, Owings Mills MD, Password Resetting   Troubleshoot connectivity issues   Group Policy   Remote support and desktop sharing   Tracks inquiries using a problem management database and maintains history and related problem documentation   IP/DHCP/ARP   Testing   Distribute tickets to engineers and technicians.   Configuration of Voice over IP telephone system   Troubleshooting POE switch Darius   M.   Melton   Public   Trust   Clearance   Owings   Mills,   MD   (347)   382-2582 D.Melton1024@gmail.com Education Associate of Applied Science in Information Technology in Network Systems Administration ITT Technical Institute - Owings Mills, MD December 2014 Skills database (2 years), Dhcp (1 year), networking (1 year), Security (2 years), telephone (1 year) Additional Information Skills   Organization skills/Data Entry   Time Management   Effective Communication Skills Team Player with Positive Attitude   Excellent Customer Service   50 WPM   Ability to reason with users   Technical Skills   ? General Networking ? Mac Experience   ? TCP/IP/DNS/DHCP/ARP ? Basic Working Knowledge of Programming ? Troubleshoot ? Basic Working   Knowledge   of   Data   Encryption   ?   Microsoft   Applications   ?   Client   Server   ? VoIP/Configuration ? Reset Passwords   ? Strong Communication Skills ? Problem Solving   ? Database Software ? Basic Working Knowledge of HTML ? Troubleshoot Connectivity Issues ? Microsoft Windows 7 & XP Configuration ? Basic working Knowledge of Linux ? Active Directory ? Installation of Firewalls ? Remote Support and Desktop Sharing Technologies ? Basic Working Knowledge of Information System ? Configuration of Voice over IP telephone system Security ? Google Apps Cisco Routers and Switches Smart Phones iPhone, Blackberry, & Androids

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