Team Lead Team Lead Team Lead - Verigent LLC Oxon Hill, MD Work Experience Team Lead Verigent LLC - Washington, DC June 2019 to Present   Lead 4 persons team to complete a 1400 Cisco 8811 VoIP phone Cut-over installation   Inspired and motivated the team to ensure quality, accuracy, and timeliness contract execution   Build strong trustworthy relationship with our key business partners and vendors   Managed and developed overall transition for the clients from solution implementation to application management and support   Responsible for training, solution management, client communication, solution design, and team management Network Administrator DDI Trucking LLC - Brandywine, MD September 2018 to May 2019   Hired to serve as key executive team member for technology and corporate strategy   Developed and created future vision and managed IT infrastructure   Directed highly technical team of 5 engineers for the creation and implementation of leading-edge network infrastructure solutions   Added Highly Available firewalls, switches, IPSs, and load balancers further increasing redundancy   Primary on-call 24/7 for production and development servers   Managed IIS and DNS in production and development environments   Provided end-user support for desktops, printers, and applications   Ran cables through attic to drop-down area and installed CAT5e and coaxial cable wall jacks in four offices taking less than three hours Senior Support Technician Gallup Inc - Washington, DC August 2014 to September 2018 Upgraded wireless network using Cisco Meraki Access Points that increased throughput and reach by 150 percent ? Led a team in designing a plan to disassemble, reassemble, and connect the technology infrastructure during a building-wide move of tenants   ? Managed customer data on a daily basis complying with our SOC 2 agreement ? Implemented WindowsPXE to upgrade over 200 machines to Windows 10 from Windows 7 over the local network cutting cost and time by 500 percent ? Made decisions regarding the rollout of hot fixes, system patches, and updates that may impact end users and general productivity and network resource accessibility ? Monitored password policies, client running processes and services, newest event log errors, and moved new builds into operational units all via Active Directory ? Advised a team of directors, along with legal, on the implications of housing client's data per GDPR compliance requirements ? Researched and recommended approaches for system administration tasks and improving the

overall infrastructure - e.g. optimization of data flow across eight offices and countries, security monitoring procedures, VPN end user solutions, and Mobile Device Management performance

Junior Technology Support   Assisted end user with common IT issues such as connecting to printers via print server, providing and connecting peripherals, connecting to WiFi   Created new Outlook accounts for end users experiencing send/receive errors and executed Outlook command line switches to resolve various problems   Loaded and tested PowerPoint presentations in boardroom, client-facing conference rooms, and auditorium to ensure a flawless experience for Gallup user   Connected Skype for Business video conferencing equipment to client's virtual meetings via RMX/SIP/H.323 including BlueJeans, Zoom, Cisco WebEx, Google Hangout, and Skype; monitored network utilization using SolarWinds   Installed, updated, and removed software that has been approved by the security team and the requesting employee's manager   Instructed and supervised external client's audio/video teams using Furman handheld and lapel mics, cameras, and XLR/Master Out interfaces in the auditorium Education Montgomery College Information Technology Institute - Rockville, MD Physics University of Maryland - College Park - College Park, MD Electronics Computer Technology DeVry University - Arlington, VA

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