

Representatives (Leidos)- Systems Administrator  
Representatives (Leidos)- Systems Administrator - U.S House Alexandria, VA To obtain a position in the information technology industry which will allow for professional growth while learning and gaining experience. Looking to utilize excellent customer service skills, work ethic, willingness to learn, and technical expertise to assist with the growth and technical needs of a company. Work Experience  
Representatives (Leidos)- Systems Administrator U.S House - Washington, DC  
September 2018 to May 2019 Desktop Support Analyst AirWatch - Queens, NY June 2017 to May 2018 liaison between Citi field and third-party vendors Inditex Co - Manhattan, NY November 2015 to April 2017 Provided outstanding customer service primarily through the help desk but also through on-site and depot-level support Troubleshooted hardware and software issues Assisted with installs by loading program systems, installing equipment, installing cable, and providing live support on-site Troubleshooted a variety of technical problems including data transmission issues, network connectivity issues, hardware malfunctions, and software errors. Supported for the initial setup & continued operation, configuration and optimization of network servers, desktops/laptops, some networking devices, and all installed software; for desktop setup. Maintained an updated hardware asset list. Performed operating system updates on desktops and servers. Managed phone system to include hardware and vendor relationship. Documented, tracked and monitored issues through ticketing system to provide an exceptional customer experience. Education CUNY Hunter College - Manhattan, NY 2014 to 2018 Manhattan Hunter Science High School - Manhattan, NY 2010 to 2014 Skills Active Directory. (Less than 1 year), Android (Less than 1 year), imaging (1 year), Mac (1 year), Net IQ (Less than 1 year) Additional Information SKILLS Active Directory Mac OSx Cisco AnyConnect Technical Writing SCCM Windows 7 Office 365 Net IQ Microsoft Exchange Windows 10 Ticketing Systems Network Drives AirWatch iOS Remote Support Security Microsoft Office Android OS Event Logs VPN Imaging IT Leadership Printers Metrics

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