

Desktop Support Specialist Desktop Support Specialist Desktop Support Specialist - University Of Mary Washington Fredericksburg, VA Seeking a career as a System Administrator. Work Experience Desktop Support Specialist University Of Mary Washington - Fredericksburg, VA January 2019 to Present Work with KACE helpdesk system to monitor, respond and close trouble tickets Provide remote assistance to client server and workstations Manage over users. Setup and administer MacBook's and IMacs Manage network updates and patches. Managed accountability for all Mary Washington locations Assets Manage security and VPN of laptops and network Configure New Computers and Users In Active Directory Setup New Computers For Users Work with user's in troubleshooting Outlook User and Computer Configuration In Active Directory Setup backups for clients as well as restores when necessary Image User PCs Troubleshoot user computer and peripheral issues Help Desk/System Administrator Quarles Petroleum, Inc - Fredericksburg, VA July 2015 to March 2018 Work with Track-IT helpdesk system to monitor, respond and close trouble tickets Provide remote assistance to client server and workstations Manage over 200 users. Manage network updates and patches. Managed accountability for all Quarles locations Assets Manage security and VPN of laptops and network Configure New Computers and Users In Active Directory Setup New Computers For Users Work with user's in troubleshooting Outlook User and Computer Configuration In Active Directory Setup backups for clients as well as restores when necessary Configure Firewall Settings On Networks Administrate ADDs users Administrate PDI users Help Desk/System Administrator Businets Inc - Fredericksburg, VA August 2012 to July 2015 Work with Atrex helpdesk system to monitor, respond and close trouble tickets Utilize GFI Max Management Console To Monitor Client Servers And Workstations Prepare users and network for the future Windows 7 upgrade of all machines Provide remote assistance to client server and workstations Manage over 500 users for different clients. Manage network updates and patches. Managed accountability for all Rappahannock Community Services Board IT Assets Manage security and VPN of laptops and network Configure New Computers and Users In Active Directory Setup New Computers For Users Do virus scans and removal on client machines Work with user's in troubleshooting

Outlook    User and Computer Configuration In Active Directory    Setup backups for clients as well as restores when necessary    Configure Firewall Settings On Networks    Work With GFI Management Suite to monitor Client Machine and Servers Help Desk/System Administrator The Computer Merchant - Alexandria, VA November 2010 to July 2012 Department Of Veterans Affairs

Work with Unicenter helpdesk system to monitor and respond to trouble tickets    Prepare users and network for the future Windows 7 upgrade of all machines    Manage over 3000 users. Manage network updates and patches.    Manage accountability for all Veterans Affairs Assets Manage security and VPN of laptops for telecommute workers    Configure New Computers and Users In Active Directory    Image New Computers For Users    Manage 5 Technicians in Daily Tasks    Work with user's in troubleshooting Outlook    Mac imaging, set up and user support    Send out daily status reports on outstanding tickets    User and Computer Configuration In Active Directory Help Desk Administrator Tek-Systems - Silver Spring, MD July 2010 to September 2010 National Quality Forum    Work with KBOX helpdesk system to monitor and respond to trouble tickets    Prepare users and network for the future Windows 7 upgrade of all machines    Manage over 120 users.    Manage network updates and patches.    Manage accountability for all NQF IT Assets    Manage security of laptops for telecommute workers Defense Message System Administrator & Server Administrator U.S. Marine Corps - Quantico, VA August 2008 to July 2010 G-6, MCCDC    Administered servers utilizing Windows 2003 with Active Directory and Exchange for 2 1/2 years on secret and non-secret networks    Maintained over 200 servers.    Managed over 1100 users.    Managed over 1900 users on Defense Messaging System    Delegated assignments and responsibilities to junior Marines    Updated ACC Quantico with system upgrades and patches.

Monitored the progress of ACC Quantico network on a daily basis.    Tested and implemented Automate Message Handling System on a Marine Corps Administrator level. Network Administrator/Help Desk U.S. Marine Corps - Cherry Point, NC July 2005 to August 2008    Operated Help desk as Net Admin in Iraq from January 2006-September 2006 also from July 2007-January 2008.    Administered servers utilizing Windows 2003 with Active Directory and Exchange for 3 years.    Displayed ability to work well under pressure and great problem solving skills.    Exhibited

superior performance on completing daily tasks. Installed user software on over 200 user workstation while providing help desk support in Iraq. Maintained Global Broadcasting System, VOIP Phones, Defense Message Disseminating System. Motivated fellow workers while under times of stress. Supervised over 20 junior Marines. Education High school or equivalent Skills System Administrator, Vmware, System Admin, Active Directory Military Service Branch: United States Marine Corps Rank: E4 Additional Information Obtained Government Secret clearance that was valid through 2015 5 1/2 years of honorable service in United States Marine Corps 14 years on the job training with superior performance Work well under pressure Willing to travel and relocate.

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