

Desktop Support Analyst Desktop Support Analyst Active Secret Clearance Huntsville, AL
Authorized to work in the US for any employer Work Experience Desktop Support Analyst NLogic -
Huntsville, AL October 2018 to Present Active Secret Clearance Support PEO Aviation / Apache
PM with Desktop Support and PC Maintenance Service over 400 Users Create and Modify Active
Directory User Accounts and Assign necessary Groups for new and existing users coming aboard
PEO. Install Software and Hardware Troubleshoot and Maintain existing user workstations
when problems occur Apply PEO Desktop Image for new users and add MAC addresses to
Network approved Whitelist Use Remote Desktop tools for users far away to troubleshoot or install
software components Help Desk Analyst EMCO Technologies - Huntsville, AL March 2018 to
October 2018 Utilize Active Directory, Remedy with Smart IT, Cisco Finesse and Bomgar Remote
Desktop applications. Consistently resolve customer help desk related issues. Provide excellent
customer service to Army COE employees Systems Administrator Elite Technical Solutions -
Huntsville, AL August 2017 to May 2018 On site IT technical support for multiple commercial
clients in the Huntsville area. Experience with TCP/IP Protocols, Network Troubleshooting, VOIP,
Access Points, IP Addressing, Switches and Firewalls, Terminating copper cabling, and End user
awareness. Utilize ticketing system to respond to customer complaints/ IT related issues.
Perform Hardware/ Software maintenance and troubleshooting as needed. Systems Administrator
Aegis Technologies Group, Inc - Huntsville, AL February 2017 to August 2017 Supported contract
with IT break/ fix and troubleshooting support for US Armed Forces. Experience with Active
Directory and Remedy Whitelisted applications, performed system updates and patches for
systems ready to go to flight testing for UAV programs. Systems Technician Huntsville City Schools
- Huntsville, AL July 2016 to February 2017 Provided hands on break/ fix and help desk style IT
support for Huntsville City Schools. Responsible for over 400 Students and Faculty electronic
devices including laptops, printers, tablets and projectors. Education Network Technician Diploma
Virginia College - Huntsville, AL March 2016 to November 2016 Skills Tech Support, Service Desk,
Desktop Support, Active Directory, Help Desk Military Service Branch: United States Marine Corps
Rank: E-3 Certifications/Licenses CompTIA Security+ April 2017 to Present CompTIA A+ April 2017

to Present Additional Information Active Secret Clearance

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