Information Technology Specialist Information Technology Specialist Alexandria, VA Work Experience Information Technology Specialist Barrister Global Service Network February 2014 to Present Information Technology Specialist Provide support for the technology (IT) Help Desk. Install new computers and ensure that all configurations and settings meeting organizational Work with help desk support staff to triage IT issues and record them in ticket tracking standards. systems. Prioritize issues based on standard operating procedures and service level agreements. Follow standards operating procedures to resolve customer questions/problems concerning automation systems, software/hardware issues, password security violations, telecommunication troubles and work orders Installs, maintains, repairs and replace IT hardware and office productivity software, including networks devices, servers, storage (SAN) and backup systems Cap Supervisor WALMART October 2013 to Present Provides remarkable customer service. Promptly answer customer calls. Ability to operate a cash register Follow all safety and emergency rules and regulations. NETWORK ENGINEER MOUNT SINAI HOSPITAL October 2011 to September 2013 * Maintain and administer computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations * Perform data backups and disaster recovery operations * Diagnose, troubleshoot, and resolve hardware, software, or other network and system problems, and replace defective components when necessary * Plan, coordinate, and implement network security measures to protect data, software. and hardware * Configure, monitor, and maintain email applications or virus protection software * Load computer tapes and disks, and install software and printer paper or forms * Design, configure, and test computer hardware, networking software and operating system software * Maintain an inventory of parts for emergency repairs. * Recommend changes to improve systems and network configurations, and determine hardware or software requirements related to such changes * Train people in computer system use * Gather data pertaining to customer needs, and use the information to identify, predict, interpret, and evaluate system and network requirements NETWORK ADMINISTRATOR SKYCOM IT CONSULT January 2004 to September 2011 Use computers and computer systems (including hardware and software) to program, write software, set up functions,

enter data, or process information. Observing, receiving, and otherwise obtaining information from all relevant sources Keeping up-to-date technically and applying new knowledge to your job Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data Identifying the underlying principles, reasons, or facts of information by breaking down information or data into separate parts. Education University of Maryland University 2017 to Present D & D Security Training Academy September 2013 to 2017 NIIT 2002 to 2004 Skills Operations, Windows, Active Directory, Technical Support, Networking, Sales, Networking, Technical Support, Sales, Customer Service, Active Directory, Windows 7, Security, Windows, Microsoft Office, Vmware Additional Information Skills: Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems Determining how a system should work and how changes in conditions, operations, and the environment will affect outcomes Identifying complex problems and reviewing related information to develop and evaluate options and implement solutions Identifying measures or indicators of system performance and the actions Watching gauges, needed to improve or correct performance, relative to the goals of the system. dials, or other indicators to make sure a machine is working properly

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