

PC Technician (Contract) PC Technician (Contract) Baltimore, MD Authorized to work in the US for any employer Work Experience PC Technician (Contract) Johns Hopkins Hospital March 2019 to Present Complete incident tickets in ServiceNow ticketing system Setup clinical workstation with extended arms in patient rooms Add printers and scanners to VSPX system Train users on printing from Epic system Image Dell 3050 with Windows 10 over network (Pixie) Install and repair label printers and scanners Mounting monitors on walls in clinical areas Creating a master list for old and new computer swaps Add new workstation ID's to SCCM Map printers in Epic Application IT Support Technician (Contract) BCPS August 2018 to August 2018 Complete incident tickets in BCPS ticketing system Install printers using remote access Configure POE phones Install data switches Jr.System Admin/ Help Desk (Contract) ClearOneAdvantage July 2017 to July 2018 Create group policies Apply Windows updates for Servers in Windows Server Update Services Building Amazon workspaces in virtual environment for users Monitor firewall (Sonic Wall) Installing data switches on racks in server rooms Assigning permissions in Quickbase Application Assigning permissions in AdvantagePoint Application Configuring POE phones Deskside Support Technician (Contract) Element Corp September 2016 to June 2017 Deploy hardware and software to customers and users Install Windows 10 image on laptops and workstations Troubleshoot, repair, and install printers Wipe Hard drives Monitor and complete incidents in ticketing system (Service Now) IT Security Analyst (Contract) Exelon Corp December 2015 to September 2016 Design and build application workflows using Oracle Interface Manager Build Oracle knowledgebase Monitor and complete request in 3 ticket Queues; AGS, Service Manager, AGS Oracle Workflow Create active directory accounts Monitor all Oracle applications and perform proper maintenance to ensure all applications are secured Test and repair failed Oracle applications Data Entry Tech (Contract) Saft Technologies August 2014 to October 2015 ? Insert customer and account data by inputting text based and numerical information from source documents within time limits ? Generate reports, store completed work, and perform backup operations ? Loading battery bunkers and chambers ? Backup customers data Problem Solver Technician (Contract) Amazon Warehouse - Baltimore, MD January 2014 to August 2015 Problem

Solver Tech ? Install ram sticks and video cards on ATX motherboards ? Resolve problems with kiva robots using putty system ? Document procedures, standards and best practices configurations, installation, and settings ? Granting access to active directory groups or organizational units ? Answer user phone calls to remotely support with their issues BusyGrad Internship February 2012 to December 2013 Web Developer Design and program company website Repair network connectivity issues Develop plans and ideas for website Conduct face to face meetings

**TECHNICAL SKILLS** Maintenance, repair, configuration, diagnosis and troubleshooting of the following: Education Bachelor's Degree in Information Security Kaplan University March 2017 Associate Degree in Network Security Tesst College of Technology November 2015 Skills DOS (Less than 1 year), exchange (2 years), MAC (1 year), MS Office (1 year), Windows Xp (1 year), Tech Support, Service Desk, Active Directory, Help Desk, Desktop Support Additional Information Recent graduate with 5 years' experience in system administration roles within a production environment, with the ability to deliver and fully develop high performance technology solutions. Administer Windows Server network infrastructure, including configuration of Active Directory formats inside single and multi-domain scenarios. Proficient in systems management, analysis, troubleshooting, testing, documentation, system and program security, systems analysis, hardware and software installation, applications and program management, server administration, technical support, and network administration.

**Operating Systems:** Windows 95/98/NT, Windows 2000 family, Windows XP, Vista, 7, 8, Windows Server family, DOS, Mac OS 9/10, Red Hat/CentOS Linux.

**Software Applications:** MS Office Family, MS Exchange family, MS ISA Server.

**Messaging Protocols:** SMTP, MIME, POP, and IMAP

**Routing Protocols:** IGRP/EIGRP, OSPF, and RIP

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