End User Technician - Senior Level End User Technician - Senior Level End User Technician - Senior Level - CACI INC, Anacostia Hyattsville, MD Work Experience End User Technician - Senior Level CACI INC, Anacostia - Washington, DC October 2018 to Present   Participates in day-to-day activities related to the operation, maintenance, and repair of the clients/company's suite of products   Responsible for engineering, planning, commissioning, materials and all other technical services essential to support the engineering and installation activities at the client site   Ensures products and systems comply with requirements and government information assurance policy and cyber security standards and practices.   Serves as the first escalation contact for customer support issues. Troubleshoots and resolves advanced technical issues as they occur   Provides support to maintain the security posture of networks and systems.   Assists with tracking and documenting cyber incidents   Stages the installation and upgrades in a lab environment prior to the site visit when necessary IT Specialist - (Junior Network Administrator) Defense Logistics Agency - Fort Belvoir, VA June 2016 to January 2018   Operated, tested, analyzed, modified, maintained and provided network administration/management for the DLA LAN environment   Served as Junior Network Administrator for the DLA LAN environment   Analyzed network requirements and maintained network architecture and infrastructure Computer Technician Volunteer Five Star Premiere Residence - Chevy Chase, MD August 2013 to June 2016   Managed and resolved inquiries regarding computer software or hardware operation   Installed and performed repairs to hardware, software, and peripheral equipment matching design and installation specifications   Monitored system performance for malfunctions and immediately resolved identified issues Education BSBA in Computer Information Systems Thomas Edison State University June 2017 Skills Active directory, Remedy, Linux Additional Information TECHNICAL KNOWLEDGE   AWS, Windows OS, Service Now, Remedy, SCCM 2012, Active Directory, STIGs, ACAS, Linux, RMF

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