IT-SUPPORT TECHNICIAN- TIER II IT-SUPPORT TECHNICIAN- TIER II IT-SUPPORT TECHNICIAN- TIER II - US Marines Corps Reserves Norfolk, VA Work Experience IT-SUPPORT TECHNICIAN- TIER II US Marines Corps Reserves April 2019 to Present   Under supervision, install, configure, service, repair, and maintain information technology systems in both a stand-alone and client server environment, including MS server, Defense Message Systems, and other authorized information technology systems.   . Install, configure, service, repair, and maintain hardware and software for network services, storage networking devices, and servers.   . Integrate multiple information systems in a networked environment, evaluate and resolve customer information system problems, effect required hardware upgrades and repair to maintain mission capability.   Utilized tools such as SCCM, RDP for troubleshooting, installing software and configuring Information Technology System.   Provide support for network printers.   Assist End Users with the installation of software. IT Support Tier I/II Kingfisher Systems US Marines Corps Reserves December 2018 to April 2019   Under general supervision provide IT services for the USMC Reserves.   Install, configure, service, repair, and maintain IT systems in both a stand-alone and client-server environment (NIPR, SIPR) including MS server.   Evaluate and resolve customer information system problems deskside, email or phone.   Manage Remedy ticketing system.   Effect required hardware upgrades and repair to maintain mission capability. In addition,   Remotely install, optimize and troubleshoot workstations Local Area and Base Area Networks   Ensure the proper installation and configuration of workstation hardware and software for efficient operation on the network; including reimaging. NetOps Specialist Jr, Kingfisher Systems US Marines Corps Reserves September 2018 to November 2018   Monitor the infrastructure and network, responding appropriately to alerts and events.   Respond to incidents from triage through resolution, including escalations, where appropriate.   Provide data center support where appropriate.   Document daily shift activities in appropriate reporting and ticketing tools and ensure proper pass down of any outstanding issues.   Provide incident notification to Government representatives. PC Technician Kingfisher Systems May 2018 to September 2018 US Marines corps   Under general supervision provide IT services in connection with the Next Generation Enterprise

Network (NGEN) for the USMC.　　Install, configure, service, repair, and maintain IT systems in both a stand-alone and client-server environment (NIPR, SIPR) including MS server.　　Install configure, service, repair and maintain hardware and software for network services, storage networking devices, and servers.　　Integrate multiple information systems in a networked environment.　　Evaluate and resolve customer information system problems deskside, email or phone. Assist at the Service desk utilizing Remedy ticketing system for documentation.　　Effect required hardware upgrades and repair to maintain mission capability. In addition, manually installed STIG's (Security Technical Implementation Guide) for Windows 10 computers.　　Ensure the proper installation and configuration of workstation hardware and software for efficient operation on the network.　　Install, optimize and troubleshoot Local Area and Base Area Networks Desktop Support Technician Apex Systems CACI December 2017 to March 2018　　Install desktops, portable microcomputers, peripherals, and software products for a networked, unclassified, environment. Configured PC's names, placed on Domain and the correct OU in Active Directory.　　Perform maintenance tasks, enhancements and updates on all PC's (Imaging and Upgrades), Peripherals and Software.　　Utilize trouble-ticketing software for opening/closing tickets in a timely and appropriate manner.　　Install new client PC's and Applications as necessary; configure networks. Utilized VMware vSphere and Remote Desktop for troubleshooting and installing applications. Coordinate the disassembly and reinstallation of automation equipment in support of office relocations (desktops, microcomputers, phones etc.).　　Detect, diagnose, and resolve desktop, portable microcomputer, peripherals, software and hardware failures. (printers; CAC card readers, CAC cards, emails). Desktop Support Technician Networking Technologies Bon Secours Depaul Medical Center November 2017 to December 2017　Deployed desktop and Laptop computers Implemented/configured BitLocker on Laptops for access　　Installed software and patches utilizing IBM's BigFix　Replaced and troubleshoot desktop and Laptop computers IT Technician Robert Half September 2017 to October 2017 Canon of Newport News　　Installed updates on Windows workstations; patches and service packs　　Removed, installed and updated Antivirus software (McAfee) on workstation　　Troubleshoot workstation for connectivity　　Inventory and replaced

workstation Project Manager/Technician F1 Health Sentara Medical Group March 2017 to June 2017 Inventory and document computers in the Sentara Network for deployment of software (Imprivata). Installed and activated card readers for usage. Trained employee on how to use card reader and register badges. Assist Distribution Team installing new software. Maintain inventory spread sheets of computers and printers; utilizing Microsoft Excel. Organize, planned, arranged and managed projects for deployment of software (Logistics). Reimaging Thin Clients for Sentara Healthcare Providers. Telecom Technician Judge Group QVC January 2017 to March 2017 Analyze, repair and replace PC's monitors, printers, phones and headsets Respond to service calls, relocate and decommission servers Work directly with clients to resolve network (LAN) connectivity issues using Cat 5 and RJ 45 cables. Follow QVC Policies and procedure. Reimage and prepare PC's for deployment. Utilized various applications/software such as SCCM, Alturis, RDP, Service Manager and Active Directory. Connect and configure system and networking devices Desktop Support Technician, Apex Systems City of Suffolk March 2016 to January 2017 VA Under general supervision, performs specialized and technical work diagnosing and repairing personal computer equipment and software for assigned City department. Work involves ensuring computer equipment and software is running properly; repairing, troubleshooting and installing user software on new computers and the network. Reconnecting networking devices utilizing Cat 5e cable. Work is performed in accordance with detailed instructions and established routines; Assists clients in installing client computers in a multi-protocol network environment including TCP/IP, IPX/SPX, APPN, etc.; installed application software on client computer. Also, reimaged client computer and Laptops. Troubleshoot printers, scanners, smart label printer, Laptops and network connections. Perform diagnostic test and flashed BIOS on desktop and Laptop computer. Configured Naming Conventions (UNC) on desktop, Laptops and placed in OU's on a Domain. Enabled User Accounts, troubleshoot emails, recreated client profiles on Windows computer and email server (Outlook 2010) IT Technical Support I Hewlett Packard Enterprises December 2015 to March 2016 Supported all Navy personnel via phone or remotely Supported personnel with hardware and software problems with equipment and various application used by the

Navy Seals to complete operations   Analyzed, logged, tracked, and resolved software/hardware matters of significance pertaining to networking connectivity issues, printer, servers, and applications to meet business needs   Performed troubleshooting to isolate and diagnose common system problems; documented system events to ensure continuous functioning; recommended courses of action and implemented as approved   Resolved user's tickets regarding questions about computer security, hardware and software requirements.   Maintained system documentation, tuning system performance, installing system wide software and advised customers on how to backup files. Interacted with users and evaluate vendor products.   Troubleshoot and rebuild profiles on local computer or Exchange Servers. Education ASSOCIATE OF OCCUPATIONAL SCIENCE DEGREE COMPUTER NETWORK MANAGEMENT CENTURA COLLEGE February 2012 Skills Active Directory. (Less than 1 year), cabling (Less than 1 year), CAC (Less than 1 year), deployment (Less than 1 year), DHCP (Less than 1 year), DNS (Less than 1 year), Exchange (Less than 1 year), firmware (Less than 1 year), HW/SW (Less than 1 year), LAN/WAN (Less than 1 year), MS Office (Less than 1 year), printers. (1 year), Remedy (Less than 1 year), Spice (Less than 1 year), TCP (Less than 1 year), TCP/IP (Less than 1 year), Team Player (Less than 1 year), Windows 7 (Less than 1 year), Wireless (Less than 1 year), Workstations (Less than 1 year) Certifications/Licenses Project Management Professional (PMP) Additional Information SKILLS VMware, RDP, Windows 7, 10 Enterprise & Pro and Server 2008R2 & Server 2012.   Updates of firmware on switches & Printers   Patching of Windows Servers and Workstations   Spice Works, SM9 & Remedy Ticketing system for troubleshooting HW/SW issues   Active Directory user accounts and setting up exchange e-mail.   Basic configuration of Switches, Wireless Routers in LAN/WAN/MAN environments; racking switches, cabling and configure servers.   Imaging of Workstations and Servers via Windows Deployment Services & PXE, RDP resolution   MS Office Applications, TCP/IP, DNS, DHCP, Software Installation   Basic Profile and CAC Troubleshooting logon issues   Multi-Tasking Professional w/ excellent communication and interpersonal skills (Team Player) assembles new computers and components; installs new software on personal

Name: Pamela Bryant

Email: wooddaniel@example.net

Phone: 329-900-1590x98483