Deskside Support Technician Tier 2 (Secret Clearance) Deskside Support Technician Tier 2 (Secret Clearance) Lorton, VA Work Experience Deskside Support Technician Tier 2 (Secret Clearance) Intellidyne LLC March 2019 to Present   Providing phone and in-person support to users for various systems, including e-mail, LAN/WAN, user account administration, active directory, standard desktop images and applications, COTS and GOTS applications.   Supporting Desktop and Laptop users and solves problems with Microsoft, Adobe, Roxio and other deployed software.   Resolving problems through customer education, training and direct assistance.   Ensuring backup, recover and data restoration from workstations for customers during upgrades or when a problem with the system is diagnosed.   Responding and correcting formatting for printing and all other peripheral issues as they arise. Service Desk Engineer October 2018 to March 2019   Taking ownership of customer incidents by providing telephone/remote/email support to numerous clients in various environments and infrastructures   Troubleshooting and resolving various technical issues related to computer hardware and software problems within Windows and Mac platforms   Configuring and troubleshooting issues related to the following technologies and more: Windows Server, DNS, DHCP, VPN Clients, Group Policy, Folder Permissions, Firewalls, VMWare servers, Printers on Terminal/Citrix servers, Printer Servers, Office 365, Mac's, workstation and network connectivity issues, Exchange Server, and Microsoft Office Applications and the latest versions of the Microsoft Office suite.   Collaborating with a great team to identify solutions to customer support requests and escalating to more senior team members or external resources as needed. Projects with Dataprise: Current lead consultant in onboarding a newly acquired client. Duties include:  * Analyzing and examining client's current needs and opportunities of improvement concerning Service Desk and infrastructure support  * Thorough documentation of processes and procedures  * Work directly with client executives and internal team to implement creative and robust solutions to apparent and underlying IT problems Junior Systems Administrator Leidos DSI July 2017 to October 2018   Primary IT contact/support for seven Congressional offices and included staff (U.S. House of Representatives)   Administer user and service accounts through ADUC web interface (account creations, mailboxes, passwords, permissions and rights, profile and exchange settings)   Install,

configure and troubleshoot all end user devices including PC, Mac, iOS, Android, and multi-function printers    Administer migration and upgrades of Windows 7/10 and Office 365- including PXE/USB imaging and deployments, data backup, domain and OU settings, SSD/RAM upgrades, and equipment installs    Configure and troubleshoot network settings on all end user devices as well as VPN and remote access    Provided customer service and training on end user    Partnered with sales team to assess each client's specific needs concerning equipment, specs, deployment scheduling, and House/government requirements End User Support- Technician II Horizon Industries February 2017 to May 2017   Provided technical software, hardware and network problem resolution to all end user computer and peripheral equipment on domain for a Windows 10/VDI rollout    Provided technical support by performing installation and repair; Identify, evaluate and solve end-user workstation problems; support and train end-users on Windows 10/VDI as needed    Clearly communicated technical solutions in a user-friendly, professional manner to end user    Migrated client data and support for upgraded Virtual environments (VDI)- including network drive mapping, printer mapping, software configuration, hardware/software troubleshooting, and data backing/restoring  *Obtained credentials necessary for employment under Department of Defense- Defense Logistics Agency (site location) Education BS in Information Systems and Operation Management George Mason University May 2017 Skills Network Security, Information Security

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