

Help Desk Representative Help Desk Representative Help Desk Representative - Earth Networks
Rockville, MD Work Experience Help Desk Representative Earth Networks - Germantown, MD
November 2017 to Present Manage user accounts in Active Directory, Azure AD, Office 365, and
Adobe Creative Cloud. Create PowerShell scripts to automate tasks. Work cross-functionally to
align project deliverables. Maintain vendor relationships, negotiating prices and services. Key
Achievements: Increased security by developing and implementing a password policy comprised
of a multifactor authentication. Researched and secured a new backup provider, significantly
decreasing costs. Key player assisting in a service migration project. System Engineer Intelsat -
Tysons Corner, VA June 2012 to November 2017 Led systems administration support for a data
center, server, storage, and network infrastructure. Investigated and diagnosed root cause of
network and system failures. Managed mobile devices via MAAS360. Key Achievements:
Recognized by customers and senior leaders for possessing a strong work ethic and providing
superior customer service. Developed and maintained PowerShell scripts to gather remote site
information, resulting in program removal and reduced costs. Junior Network Administrator The
Jewish Federation of Greater Washington - Rockville, MD November 2010 to June 2012 Supported
critical issues, troubleshooting and resolving issues quickly and efficiently. Performed monthly
Windows maintenance, running server updates and software upgrades in RAS servers. Ensured
hardware and software PCI compliance and new operating system compatibility. Third-party vendor
liaison, delegating tasks to maintain project timelines. Key Achievement: Appointed member of
the Help Desk emergency on-call rotation team. Education Master Certificate in PC Networking
Design & Security in PC Networking Design & Security John Hopkins University Skills Active
directory (8 years), best practices (7 years), It support (8 years), Mac (2 years), Mac os (2 years)
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