

Systems Engineer/ Administrator Systems Engineer/Administrator Systems Engineer/ Administrator
- Missile Defense Agency Huntsville Harvest, AL Work Experience Systems Engineer/ Administrator
Missile Defense Agency Huntsville September 2018 to Present Work with Remedy help desk
ticketing system to assign, update and work tier 1 and tier 2 trouble tickets. Desk side end
user-support to include PC hardware and Windows 7/10 options and settings as well as network
functionality Administer customer accounts, profiles and password unlocks and reset via active
directory (ADUC) Setup and configure workstations, printers and other peripheral devices for
customers Assist network engineers with switch port information and relocate network fibers from
patch panel to switch Working knowledge of TCP/IP DNS, print queues and network printing
Troubleshoot system problems, and repair in a timely manner while ensuring customer and
management have timely status updates General Dynamics Mission Systems Systems
Administrator Missile Defense Agency - Huntsville, AL August 2016 to September 2018 Provide
first and second tier problem and resolution efforts to support Red Hat Linux 6 and
Windows7/Server 2008R2 based customers Open, track, update, and ensure trouble tickets are
resolved to customer satisfaction. Provide IT support to include setup of workstations,
switchboxes, printers, and all related software. I have experience working with Active Directory,
and MS Exchange creating user accounts, as well as E-mail accounts I have experience working
in a DoD environment Leidos Senior Helpdesk Analyst Missile Defense Agency - Huntsville, AL
June 2015 to August 2016 Answer trouble calls, and troubleshoot tier 1, and tier 2 issues Assist
customers with account administration on multiple networks, via Active directory Provide IT
support to include setup of workstations, and all related software. Senior Systems Technician/
Systems Administrator General Dynamics Information Technology - Fort Belvoir, VA January 2014
to June 2015 Configured new workstations for use on enterprise networks using Microsoft SCCM.
Assisted customers remotely, and on site with tier 1 and tier 2 workstations, and networking issues.
I installed workstations and other peripheral devices. I ensured timely customer status updates to
customer and IT management. Systems Analyst Verizon Business Systems - Fort Belvoir, VA
October 2010 to September 2013 Answered trouble calls, and troubleshoot tier 1, and tier 2 issues.

Created and maintained user accounts, profiles, and passwords. Modify permissions for users on classified local area network. Performed restores of customer data on classified local area network. I have experience with installation of workstations, monitors, scanners, printers, and other peripherals. System Administrator/Hardware Technician Raytheon Information and Intelligence Systems - Springfield, VA August 2005 to October 2010 Created network accounts on classified local area networks. Modified permissions for users on classified local area networks. Performed restores of customer data on classified local area network. Issued, reset, and unlocked customer network accounts. Installed workstations, monitors, scanners, and printers. Ran fiber optic cables from network switch to workstations. Configured switch ports to enable or disabled status, and set port security configurations. National Geospatial-Intelligence Agency (NGA) Help Desk Technician NJVC-LLC, Washington Navy Yard - Washington, DC February 2005 to August 2005 Researched, resolved, and responded to questions received via telephone calls, emails, and callbacks in a timely manner, in accordance with NGA standards. Provided positive customer service with, exceptional communication and problem solving skills. Provided accurate solutions to customer problems to ensure customer productivity, and a positive impact on customer satisfaction. Desktop Support Technician Pentagon - Washington, DC January 2004 to February 2005 Performed system hardware functions to include remedial and preventive maintenance on SUN as well as PC workstations, and associated peripheral devices Experienced in troubleshooting failures on networks and LAN/WAN type environments Strong communication skills when dealing with customers Fiber Optics Technician Army Headquarters Intelligence and Security Command - Fort Belvoir, VA October 2002 to December 2003 Fort Belvoir, VA October 2002- December 2003 Installed, troubleshot, and repaired fiber optic lines on classified networks. Responded to service trouble calls to maintain network connectivity. Maintained accountability of assigned equipment worth over \$500, 000 with no losses. Ran fiber optic cables from network switch to workstations. Education A.A.S. Dalton State College - Dalton, GA Additional Information Served 6 years active duty in the United States Army I have over 16 years experience in the information systems technology field.

Name: Emily Phillips

Email: kimberlymendoza@example.net

Phone: 416.821.5971x51233