Help Desk Analyst / Admin Assistant Help Desk Analyst / Admin Assistant IT Support and Administrative Assistant Gaithersburg, MD Authorized to work in the US for any employer Work Experience Help Desk Analyst / Admin Assistant FUTREND TECHNOLOGIES, INC - Rockville, MD March 2018 to August 2019   Oversaw company hardware inventory   Troubleshoot and setup of various hardware and software in inventory   Office facility support and supply management   Supported with various administrative tasks such as proposals and more   Facilitated staff training on various IT services   Oversee accounts, software, and hardware for onboarded and offboarded users   Manage company Windows Server 2008 domain and Active Directory   Manage company Microsoft Silver Partner subscription, benefits, renewal, etc.   Manage company Office365 accounts, active directory, access, policies, etc.   Manage company SharePoint site collection designs, policies, access, etc.   Manage VOIP and chat service through Microsoft Teams / Skype-For-Business service   Oversaw company eDiscovery tools and searches   Oversaw network traffic and security   Utilized PHP and PowerShell scripts for automating policies and procedures   Created and maintained sandbox virtual machines through Azure and VMWare   Utilized Jenkins for scheduling tasks and script jobs   Oversaw file server backups and restore Web Developer INTEGRAL HEALTHCARE FOUNDATION - Vienna, VA July 2017 to December 2017   Analyzed & planned the design based on set concepts   Conceptualized the design & developed the web site   Launched the site & responsible for maintenance   Monitored & recorded the website traffics & analytics   Responsible for the web site upgrade & development   Resolved technical issues as necessary   Provide status update to management Intern | FUTREND TECHNOLOGIES, INC - Vienna, VA June 2014 to August 2014   Responsible for the office fixtures & lay out of the annex office site   Assisted in the IT set up & internet access   Monitored & initiate tracking for maintenance requirements   Responded to customers queries   Performed other administrative tasks with the use of Microsoft Outlook, Access, and Excel Education Certificate in Information Systems Montgomery College - Germantown, MD June 2019 to Present Certificate in Database Management Systems Montgomery College - Rockville, MD March 2014 to March 2017 Associates in General Engineering Montgomery College - Rockville, MD March 2013 to March 2017 Skills

Active Directory, Help Desk, Tech Support, Service Desk, Desktop Support, Microsoft Office 365, Microsoft SharePoint, Microsoft Azure, SysInternals, WireShark, Vmware, Powershell, PHP, SQL, MySQL, HTML 5, C, Windows Server, Cisco IOS, Security, Exchange, Cisco, DNS

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