Local support Local support Arlington, TX IT Professional with offering 5+ years of proven military and civilian technical experience with an emphasis in computer hardware and software maintenance. As a Desktop support Analyst with Dallas County, provided services encompassing life cycle and incident and request queue management. Possess extensive experience with trouble ticketing systems. Career supported by a vast analytical background and an Associate of Applied Science in Information Technology Network Systems Administration and Internet Security.

Project Management   Database Administration   Customer Support   Active Directory   Troubleshooting / Diagnostics   Auditing and Inspections   Leadership / Supervision   Report Generation / Presentation   Office 365 Work Experience Local support Government Services Administration May 2019 to August 2019   Served end users on a local level   Active GSA clearance   assisted in helping customers learn their new software or hardware   windows 10 migration   Computer wiping   Asset management Desktop analyst Dallas County April 2018 to December 2018   Maintaining an inventory of installed software, managing software licensing, and creating policies and procedures for upgrades.   Working with hardware and software vendors to verify timely product delivery and ensuring that new equipment is installed and ready to operate on schedule.   Strong knowledge of Microsoft based operating systems with emphasis on Windows 7 and Office 2007   Provided remote desktop support through team viewer, performed remote software deployment   Basic Active Directory knowledge. Creating user accounts, reset passwords   Windows 10 migration   Reimaging PCs   Office 365   Analyzing and making recommendations for hardware and software standardization   Updating the knowledge base and creating new solutions for outdated information.   Educating end users on how certain programs work. Warehouse IT receiving clerk Quest Diagnostics Dallas TX - Dallas, TX November 2017 to December 2017 Received devices for repair, refurbish or termination.   Reimaged Pcs for redeployment.   Maintain inventory include procurement and deployment Desktop Printer Technician BNSF Railway - Fort Worth, TX April 2016 to October 2017 Dell)   Oversaw print and service management operations to include ticketing system, life cycle management, and incident and request queue management (ServiceNow Sharepoint   Provided daily maintenance and supply / inventory supervision to include

procurement and deployment   Worked as Liaison with hardware (Ricoh and Dell)   Worked with an internal team to develop and manage internal assets. I.T. Generalist MOSAIC Tech Resources Inc - Fort Worth, TX August 2017 to September 2017 August 2015-April 2016   Provided technical assistant and support for incoming issues related to computer systems, software, and hardware; resolved technical problems with systems including Local Area Networks (LAN) and Wide Area Networks (WAN)   Maintained daily performance of computer systems; installed, modified, and repaired computer hardware and software; remotely diagnosed problems Security Team Leader / Trainer United States Army August 2009 to July 2013   Oversaw the daily maintenance and inspection of military assets valued in excess of $2M to ensure functionality and accountability   Instructed and briefed PowerPoint presentations on operational statuses, recommended courses of action, and productivity and employee performances Education Associate of Applied Science in Information Technology Network Systems Administration and Internet Security in Information Technology Network Systems Administration and Internet Security ITT Technical Institute Arlington Skills Active directory, Dns, Server administration, Dhcp, Tcp, Windows 7 Links https://www.linkedin.com/in/courtney-harris-9090a875 Military Service Branch: United States Army Rank: E-4 Additional Information TECHNICAL SKILLS   Active Directory | DHCP / DNS, Routers / Switches / TCP/ IP | Windows 7, 8, 10   MTA: Windows Server Administration Fundamentals - Certified 2018

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