

Network Technician/Systems Administrator Network Technician/Systems Administrator Network Technician/Systems Administrator Highly motivated professional with over 16 years of Federal experience focusing on Project Management, Information Technology (IT) Operations, network infrastructure, end user support services, and IT Security. During my Federal experience, I have attained exceptional interpersonal skills along with the ability to work effectively with diverse populations to include both senior management and the non-technical end user. I have become a resourceful leader, problem solver and decision maker with substantial experience in managing large IT user support and customer service operations.

**Work Experience**

**Network Technician/Systems Administrator** AMTI, Office of Security & Hazardous Materials - Washington, DC October 2004 to Present

- Responded to help desk calls and provided customer service via email, phone, and in person
- Assisted local/remote users with hardware/software questions and issues, including but not limited to:
  - Performed account administration: create new accounts, reset passwords or unlock accounts in the Active Directory, Siteminder, and PASS
  - Administered VPN accounts, issued tokens and assisted customers with setup
  - Assisted users with accessing network accounts remotely using dial-up and VPN
  - Troubleshoot Lotus Notes, FAA applications, and other ASH application related user issues
- Utilized the helpdesk tracking system to log and update requests
- Escalated requests for further action as needed
- Configured laptops and setup new machines for users
- Installed and tested attendant peripherals, including printers, CD/DVD replicators, and cameras
- Coordinated with third-party vendors to repair major hardware failures
- Administered and provided support for Windows NT, 2000/2003 and active directory servers
- Installed, optimized, and supported the Internet Information Server
- Set and configured domain level security policies and group policies
- Provided onsite engineering and technical support to network systems
- Backed up network servers using VERITAS Backup Exec v9/9.1/10.1
- Coordinated with engineers to provide permanent solutions to recurring issues
- Performed installations, configuring and migrating of Windows 2000/2003 servers
- Conducted network monitoring using NETIQ
- Monitored software update servers (SUS/WSUS) used to distribute the latest Windows updates/patches.

**Network Technician - AMTI Enterprise Network Operations Center**

- Washington, DC May 2003 to October 2004    Functioned as the FAA VPN Administrator.

Functioned as a Cisco Call Manager Administrator.    Performed VPN installations and troubleshooting.    Conducted SoftToken administration.    Trained users on use of Remote Access Software (VPN).    Created and maintained network trouble tickets in DKHelpDesk/ProjecTrak.

Worked with Big Brother and RSA Ace/Server (VPN Database).    Monitored network bandwidth and recorded in database 4 times a day.    Provided network support for all FAA users.    Completed

advanced Voice Over IP and customer service training. Network Intern/Summer Intern Fannie Mae,

Network Operations Center - Washington, DC May 1996 to May 2003    Member of Wintel Group/Executive Support/Software Resource Team/Program Office/Y2K Compliance Team

Generated and distributed all Network Bandwidth Reports to all customer managed lenders.

Assisted with the Data Center reconstruction project.    Removed and reran cat 5 and fiber cable.

Executed all network port activations at Fannie Mae's headquarters sites.    Tested, installed and

configured Cisco 7960 model IP phones.    Setup user profiles for Cisco IP phones using the Cisco

Call Manager software.    Worked on help desk for Cisco phone related problems.    Assisted with

company-wide conversion to Netscape Mail from CC:mail.    Assisted with company-wide

implementation of Windows 2000 Operating System. Gathered and tested multiple software

packages in Windows 2000 Environment.    Tested HP Omnibook 500/ Hp 6000 laptops in Windows

2000 Environment.    Conducted individual meetings with Vice Presidents and Directors to discuss

new laptop capabilities.    Created, maintained, and updated several databases.    Developed a

Netscape Messenger User Guide for the Executive Team.    Tested and developed user manuals for

new equipment.    Documented all requests for software from multiple departments within the

corporation. Compiled budget information and created reports.    Researched the Internet for Y2K

compliant software.    Revised training forms using Excel, Lotus and Power Point.    Scheduled

meetings on CaLANdar and facilitated meetings for the WAVE volunteer program. Education

Bachelor of Science degree in Computer Science Towson University May 2002 Computer Science

Western Maryland College 1997 to 1999 Woodberry Forest Preparatory Boarding School 1993 to

1997 Skills Active directory, Cisco, Network architecture, Router, Storageworks, Vpn, Cissp, Itil,

Netiq, Openview, Remedy, Pmi, Netiq, Sharepoint, Disaster recovery, Rsa, Veritas, Ios, Voip, Wireless, Networking, Technical Support, Vmware, Customer Service, Windows, Customer Service, Networking, Security, Technical Support, Vmware, Windows, Windows 7 Additional Information

**ADDITIONAL TECHNICAL SKILLS**    Operating Systems: Windows 95/98/NT/2000/XP/2003/7/10

Windows 2000 Advanced Server    Windows 2003 Server    Software: CRM Tool, SHAREPOINT/KSN, Active Directory 2003, NetIQ    BigFix, VERITAS Backup Software    Cisco IOS, Cisco Router/Switch Configuration    Big Brother, RSA ACE/Server, Cisco VPN Client, SoftToken

Cisco Call Manager (VOIP), Cisco Call Manager Attendant Console    Lotus Notes, eWATCHER, DKHelp Ticket Software, REMEDY Ticket Plus    ProjecTrak Ticket Software, CheckPoint SmartConsole    Microsoft Office 2003/2007 Suite    PCAnywhere, HP OpenView, Fluke Technology    Video Tele Conference Systems, VZAccess Manager    Hardware: Verizon/Sprint Mifi's, Apple TV    Dell Desktops/Laptops, Hp Desktop/Laptops    Compaq DL380/DL360 Servers, Compaq 1850 Servers    Verizon Wireless Air Cards, Cisco VOIP Phones    Cisco Routers/Switches , Linksys Wireless Routers/Switches    HP StorageWorks , MSL5000 Backup Tape Library

**RELATED COURSES AND TRAINING**    ITIL v3 Foundation Training    COOP Disaster Recovery Training    COR Training    CISSP Boot Camp    PMI Project Management Professional Bootcamp    Project Management Principles    MCSE 2003 SERVER    Digital Forensics (X-Ways)    Advanced VOIP    Database and Communications    Network Architecture    C++    Web Programming    SDLC-Systems Development Life Cycle (Analysis and Design)

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