Help Desk Technician Help Desk Technician Database Administrator Intern - Subcontractor for KCW Engineering Technologies Adelphi, MD Cybersecurity graduate passionate about computer technology and security. Brings a hands-on approach to learning and problem-solving. Eager to expand technical knowledge and gain experience. Excellent analytical and critical thinking skills; a skilled communicator who can meet goals under deadlines. Authorized to work in the US for any employer Work Experience Help Desk Technician PowerTrain Inc. March 2019 to Present   Provides secure hosting for thousands of sites for our Federal Government and commercial clients.   Provides information and assistance to troubleshoot and solve problems accessing training and information.   Provides help desk services across our LMSs, applications, sites, and LCMS, supporting hundreds of sites with a user population totaling over a million users.   Provide an information and assistance resource that troubleshoot problems with courses and computers   Be the first point of contact for all customer inquiries; escalate concerns of a complex nature to the Helpdesk Supervisor for advice and guidance.   Ensure the provision of world class customer services ensuring all Estates and Facilities requests are dealt with effectively and efficiently.   Run reports and analyze helpdesk data as requested.   Ensure all relevant information in order to priorities and resolve requests is obtained and evaluated. Database Administrator Intern Subcontractor for KCW Engineering Technologies - Glen Burnie, MD 2018 to Present   Responsible for maintaining the integrity and performance of company databases and guarantee that data is stored securely and optimally   Ensure security of company data, Install updates, Backup and restore data, Install database software   Troubleshooting issues on behave of the users, Troubleshoot Database Errors   Strong technical and interpersonal communication, Ensure platform Availability   Update Database Permissions, Assign passwords and maintain database access Configure database software, Deploy systems and system updates, setup security for database Control access permissions and privileges, Support calls, ordering computer parts   Monitor database performance, implement changes and apply new patches and versions when required Assistant Deli Manager Safeway Inc - Gambrills, MD 2010 to Present   Strong work ethic, outstanding communication skills, deadline-driven; received two promotions.   Supervise a crew of

4-5 employees daily. Delegate work assignments and effectively utilizing employees and supplies to provide customer satisfaction   Manage inventories: track weekly reports, order raw materials and supplies in order to maximize profits, drive sales, and reduce out- of- stock.   Follow all guidelines and procedures outlined in department health and safety manuals   Prepared daily sandwiches, salads, and desserts to order in a very busy environment   Coordinate with other department to develop marketing plans that meet the financial objectives of the store.   Provide leadership that promotes and exemplifies a passion for food Education Associate of Applied Science in Information Assurance and Cybersecurity Anne Arundel Community college - Hanover, MD Skills AutoCAD (1 year), Database (1 year), Excel (Less than 1 year), file management (Less than 1 year), security (1 year), DBA, LMS (Less than 1 year) Awards Public Notary 2018-07 Certified Public Notary Public Trust Clearance 2019-03 Obtained Public trust clearance Additional Information COMPUTER SKILLS   Operating Systems: Chrome OS, Mac OS, Linux, Multi-tasking and Ubuntu   Basic file management using command prompt and terminal window   Use graphical user interface to perform file management   Understanding of security threats to microcomputers and users   Knowledgeable of methods to protect against security threats   Create queries using Structured Query Language and Query by Example   Understanding of OSI Model and TCP/IP protocols   Understanding of subnetting   Software applications: Windows 10, 2016, Microsoft Office 2017, Microsoft PowerPoint 2016, Microsoft Vista, Excel, VMware, Spreadsheet, Adobe, Communication software and Database Software   Minimum AutoCAD experience, Symantec, message labs, office365, and LogMeIn

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