

Lead Information Technology Specialist/ Systems Administrator Lead Information Technology Specialist/Systems Administrator INFORMATION TECHNOLOGY SPECIALIST Burtonsville, MD

Work Experience Lead Information Technology Specialist/ Systems Administrator Head Injury Rehabilitation and Referral Services, Inc May 2019 to Present Monitor computer security software, including anti-virus, malware protection and firewalls, to ensure programs and hardware are up to date and operating properly. Monitor other software and updates, upgrade or replace as needed. Perform hardware installations and upgrades on desktops, laptops, printers, and other peripherals. Monitor the computer network/server for security and efficiency. Modified as necessary. Monitor and update email and websites. Troubleshoot IT issues for the agency, Provide training to staff on proper IT use and protocols

ITS Procurement Specialist/Asset Management TENABLE NETWORK SECURITY - Columbia, MD June 2018 to May 2019 Supported IT Support and Administration team through ticketing system FreshService. Maintained relationships with vendors regarding licensing requests, agreements, extensions and support. Performed purchasing duties for all departments, including meeting with suppliers and preparing for contract negotiation Usage of NetSuite to generate PO's (purchase orders) for over 1,500 employees. Shipping international and domestic packages. Responsible for the ordering, managing, maintaining, acquisition, deployment, tracking and securing of all IT assets (US and International). Maintained current knowledge of software or hardware changes and planning changes appropriate in response to business needs. Manage vendors to include establishing periodic meetings to review service performance and execute any corrective action steps for low performance. Responsible for handling complex and specialist purchasing requirements and resolve common problems Maintained purchasing process related to IT items (hardware/software/subscriptions)

IT Support Assistant Internship LIBRARY OF CONGRESS - Washington, DC June 2017 to December 2017 US Copyright Office Review of electric serial deposits delivered to the Library of Congress under Section 407 of US Copyright Law (mandatory deposit) Working within the Library's eDeposit workflow to validate deposit content and associated metadata Liaising with the US Copyright staff as necessary to troubleshoot/resolve deposit issues.

Technical & Administrative Assistant Kressin Podiatry - Burtonsville, MD December

2016 to May 2017 Entered patient data into excel and medical mastermind (software/CRM) Daily activities, such as, scheduling and communicating were fulfilled by using Microsoft Outlook, Excel, Word, Excel, & Medical Mastermind Medical Assistant Auditor & Administrative Assistant Safway Services - Laurel, MD July 2016 to December 2016 Safway Services is the top scaffolding company in the United States. Auditing/Conducting financial examinations for many major historic buildings, including the Washington monument and the US Capitol Maintained relationships with vendors in absence of department supervisor Education Master of Science in Cybersecurity Management and Policy in Cybersecurity Management and Policy UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE - Adelphi, MD December 2020 Bachelor of Science in Information Systems Management in Information Systems Management UNIVERSITY OF MARYLAND UNIVERSITY COLLEGE - Adelphi, MD May 2018 Skills Administrative Assistant, Outlook, Sales, Networking, Windows, Technical Support Certifications/Licenses Network+ May 2019 to March 2022 Additional Information SKILLS Windows, MAC OS, GoogleAdmin, Network Infrastructure, Zoom, Slack, Okta, FreshService, NetSuite, Microsoft Office 365 ADDITIONAL SKILLS 4+ years of customer service experience Strong analytical and problem solving skills Ability to learn and support new hardware, software, and operating systems Strong commitment to team environment dynamics Fluent in English, Urdu, Hindi, and Punjabi

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