

Help Desk Technician/ System Administrator Help Desk Technician/ System Administrator
Information Technology Specialist (Help Desk Technician / Systems Administrator) - United States
Army Fort Stewart, GA Work Experience Help Desk Technician/ System Administrator United States
Army - Fort Stewart, GA January 2015 to Present Serves as the Help Technician for an organization
with over 700 personnel. To include initiating and assisting with video tele-conference (VTC)
sessions and troubleshooting automation equipment for hardware and software malfunctions. ?
Consistently improves information technology operations, decrease turnaround times, streamline
work processes and work cooperatively and jointly to provide quality seamless customer service. ?
Conducts training on a monthly, quarterly and annual basis on physical and information security
awareness. To ensure a person knows how to respond to potential threats and potential security
violations. ? Oversees system administration and small computer response for 1,300 users across
five diverse/secure information technology networks. ? Supervises sites' hardware/software
maintenance resolution and repair for local information technology network/operating system
configurations for senior leadership and supporting staff. ? Act as a point of contact between the
organization, and other Government agencies, outside entities, and coordinate with other security
office to exchange appropriate system access information. ? Ensures computer system security and
integrity were in compliance with DoD and Army network policies, regulations, federal laws, and
precedent decisions. ? Monitors, evaluates, and maintains over 200 systems and procedures to
protect data systems and databases from unauthorized users. ? Administers the accountability of
information technology and communications equipment worth \$140,000 and provided technical
support to the command group and special staff. ? Supervises, installs, operates and performs unit
level maintenance on multi-functional/multi-user information processing systems, peripheral
equipment, and associated devices in mobile and government facilities. ? Monitors and manages
email spam filters, firewall, anti-virus systems, and government scanners in support of Garrison and
combat operations. ? Advises on technical support, troubleshooting, maintenance, and upgrades to
help military personnel maintain their Oracle and Microsoft SQL database infrastructure. ? Worked
with Server Team to incorporate and maintain organizational units into Active Directory Users &

Computers. ? Assist, managed and deployed over 2,000 systems with network configurations to allow the broadcast of the Software Center Configuration Manager PXE request to be forwarded beyond the local subnet. ? Install, configure and support Microsoft technology solutions on windows 2012 platform while maintaining security patches, antivirus updates, backups, monitoring and performing routine server maintenance. Information Technology Specialist (Help Desk Technician / Systems Administrator) United States Army May 2014 to Present Supervisor: SGT Arroyo Giron, (912)-346-1890, alexgiron26642@hotmail.com Education Bachelor's Degree in Cybersecurity Management and Policy in Cybersecurity Management and Policy University of Maryland University College - Adelphi, MD May 2019 Associate's Degree in General Studies in General Studies University of Maryland University College - Adelphi, MD October 2017 High School Diploma Clifton J. Ozen Magnet High School - Beaumont, TX June 2013 Skills Customer relations, Customer service, Problem-solving, Presentation skills, Process improvement, Active Directory, Windows 7, Technical Support, Windows, Security, System Administrator, System Admin, SCCM Links <https://www.linkedin.com/in/dante-williams-b06559141> Additional Information With over five years of information technology expertise, knowledge and training, provided implementation methodologies to protect people, systems and facilities. Assisted government organizations with establishing operating policies and procedures that prevents the unauthorized users, proprietary materials and equipment. Extensive knowledge in Information Technology (IT) Operations and Management with military/civilian environments. Proficient in performance management, IT operations, and Microsoft Office. Decorated United States Army career; honorable discharge. SKILLS Problem-Solving Skills ? Process Improvement ? Solve Complex Problems Active Learning/Listening ? Customer Service/Customer Relations ? Judgment and Decision Making Excellent Communication and Presentation Skills ? Organization and High Productivity ? Leadership/Management CAREER OVERVIEW WITH HIGHLIGHTED ACCOMPLISHMENTS

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