

Junior Systems Administrator/EMOC Technician Junior Systems Administrator/EMOC Technician
Junior Systems Administrator/EMOC Technician Roxboro, NC Work Experience Junior Systems
Administrator/EMOC Technician General Dynamics IT - Clarksville, VA January 2016 to June 2019
Supplied on-site support at an Enterprise Data Center for Networking, Unix and Windows systems
by implementing Change Requests (CRs) and Emergency Break-Fixes (EBFs) which included:
testing, troubleshooting, installing, calibrating, repairing and modifying systems Designed and
implemented initiative to streamline and expedite response to customer escalations Spearheaded
effort to expand knowledge base by authoring, collecting and maintaining forms and standard
operating procedures; published to team-wide OneNote and SharePoint site Maintained detailed
documentation of troubleshooting efforts and utilized standard corporate tools to record change and
problem activities (SNOW, CA PAM, LYNC 2016, SharePoint) Completed a monthly audit of
physical assets in collaboration with the Asset Management team Upgrade Technician Softpro via
Piper Staffing - Raleigh, NC June 2015 to August 2015 Remotely supported customers with screen
connect / or go-to assist. Studied error messages and Windows install logs to troubleshoot server
and upgrade Resolved issues with Microsoft jet database configuration and SQL installation
Suisse via TEKsystems - Morrisville, NC March 2015 to May 2015 Helpdesk support tier 1
Answered user calls to troubleshoot and remotely fix smart card errors and password resets;
escalated incidents through ticketing system Remedy ITSM Utilized VM Sphere for virtual machine
administration; supported applications such as MS Office and issues with Citrix connectivity
Helpdesk/Field Support Technician Crossroads Automotive Group - Wake Forest, NC June 2014 to
January 2015 Assessed and diagnosed network issues; resolved software and hardware issues for
end-users Implemented domain policies in Active Directory; created and maintained email
accounts Responded to user emergencies through ticketing system (Spice works) and emergency
phone calls Education Industrial Technology East Carolina University May 2020 Associate in
Applied Sciences in Info. Systems Security Vance Granville Community College May 2014
Assessments Technical Support Highly Proficient July 2019 Measures a candidate's ability to apply
protocols to identify errors and solutions in order to maintain system function. Full results:

https://share.indeedassessments.com/share_assignment/lhqgz7kmpujmb3ak Supervisory Skills:
Directing Others Proficient July 2019 Measures a candidate's ability to motivate the performance of others through feedback to identify improvements or corrective actions. Full results:
https://share.indeedassessments.com/share_assignment/y7ehm2f3xgr1hy9z Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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