

IT ENTERPRISE HELP DESK SENIOR IT ENTERPRISE HELP DESK SENIOR IT ENTERPRISE  
HELP DESK SENIOR - PERSPECTA /PENTAGON Montgomery Village, MD seeking a position in a  
challenging yet rewarding career as an IT Analyst or System Administrator. I am looking to develop  
and maximize my skills and knowledge in a manner that will be an asset to my employer. I have  
over 7 years in the IT industry, with over 5 years specializing in End User Support. Work Experience  
IT ENTERPRISE HELP DESK SENIOR PERSPECTA /PENTAGON September 2018 to Present  
Provide high level solutions for complex technical issues. Work with end user clients to ensure  
proper installations and upgrades to software. Conducted password reset and account  
management. Provided customer service for IT related incidents. Instructed junior level  
technicians on proper trouble shooting techniques. Utilized SIPR and NIPR Have experience  
in active directory Handle classified information Conducted cyber network watch operations  
Experienced in remedy ticketing system DIPLOMATIC SECURITY OFFICER  
INTER-CON/DEPARTMENT OF STATE June 2011 to September 2018 As a Uniformed Protection  
Officer, my overall mission is protecting life and property; enforcing proper procedures for access  
control carrying out and providing assistance in support of U.S. government officials and dignitaries;  
conducting explosives detection sweeps and searches of persons' vehicles and packages;  
responding to security alerts and civil disturbances; and enforcing the control of classified material.  
Responsible for continuous surveillance-detection for indicators and warnings of pre-operational  
attack planning/surveillance as well as for individuals identified as possible threats by various  
federal, state, and local law enforcement. Managed and utilizes VASD computer identification  
system Control classified access system Monitored cctv for government facilities Managed  
c-cure system in security operations WINDOWS 10 MIGRATION TECHNICIAN  
INTER-CON/DEPARTMENT OF STATE September 2017 to February 2018 Provide first and  
second-level support for the upgrade to windows 10 Participate in device collection, configuration,  
and upgrade of client endpoint devices Help to ensure all steps for a successful upgrade of  
multiple laptops on a daily basis Work with each client to help ensure checklist items are  
completed and that the laptops are issue-free Responsible for receipt, configuration, and delivery

of new equipment, where applicable      Perform move/add/changes in local office; perform asset disposal process and liaise with vendor to schedule pick-ups

IT DESK ANALYST  
INTER-CON/DEPARTMENT OF STATE April 2015 to September 2017      Performed onsite analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions, including offsite repair for remote users as needed      Installed, configured, tested, maintained, monitored, and troubleshooted end-user workstations and related hardware and software in order to deliver required desktop service levels      Assessed the need for and implement performance upgrades to pc boxes, including the installation of cpus, i/o and nic cards, hard disks, hard drives, ram, memory chips, cd-roms, and so on      Collaborated with lan technicians/network administrators to ensure efficient operation of the company's desktop computing environment      Where required, administered and resolved issues with associated end-user workstation networking software products      Received and responded to incoming calls, pages, and/or e-mails regarding desktop problems via the assignment of trouble tickets      Answered to and performed moves, adds, and changes (mac) requests as they are submitted by end users      Accurately document instances of desktop equipment or component failure, repair, installation, and removal      Accurately document and update all assigned trouble tickets

IT DESK ANALYST APEX SYSTEMS, INC April 2013 to September 2015      Answered to and performed moves, adds, and changes (mac) requests as they are submitted by end users      Accurately document instances of desktop equipment or component failure, repair, installation, and removal      Accurately document and update all assigned trouble tickets      If necessary, liaised with third-party support and pc equipment vendors      Ordered devices from carrier that are eligible for free upgrade      Asset tagged devices and uploaded inventory quantities in system      Processed customer orders/requests via the remedy ticketing system      Provisioned and tested devices via the carrier, Processed life cycle refresh requests

COMBAT MEDIC US NAVY March 2004 to November 2011      Cyber watch monitor      Special operations technician      CHCS and Alta capabilities      2 Combat tours in Iraq with marines      80 Combat patrols      40 Raids      Secured maintained and built medical outpost      25 Vehicle convoys      14 Hour post standing      Treated over 45 combat casualties      Supervised 25 junior staff members

Radio watch, Verified medical records    Administered over 200 immunizations    Trained Iraq security forces on first aid    Stand guard for a detention center Education BACHELORS in CRIMINAL JUSTICE UNIVERSITY OF PHOENIX May 2018 Skills NETWORKING (2 years), SECURITY (7 years), COMPTIA, MAC (4 years), ACROBAT, Active Directory, Desktop Support, Service Desk, VPN, Helpdesk Support, Secret Clearance, Tech Support, Help Desk Certifications/Licenses Security Guard Additional Information Skills & Abilities    Proficient in Microsoft Office Word, Excel, InfoPath, Access, Outlook, PowerPoint, Microsoft Windows operating system, Mac operating system, Dell/HP & Lenovo Desktops, LaserJet Printers, Inkjet Printers, Networking, Outlook, Adobe Acrobat, Adobe Pro    Security Clearance - DOD Top Secret Clearance    CompTIA Security + CE Certification    DCJS Armed Security    CPR,First Aid,    Active Shooter team member

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