Resolve technical and business incidents independently while Mentor Resolve technical and business incidents independently while Mentor Resolve technical and business incidents independently while Mentor - DXC Ashburn, VA Work Experience Resolve technical and business incidents independently while Mentor DXC - Sterling, VA March 2016 to Present Sterling, Va. March2016-Current   Field Technical Spt Cons V (Remote) Perform services for end-user while monitoring server and network devices in a Government and privates sector environment. Responsibilities: Integrated the technical knowledge that solved issues for customers.   Provide desktop, application and network application incident resolution for clients and customers.   Resolve technical and business incidents independently while Mentor/assist less-experienced team members on complex incidents   Deliver strategic account support by maintaining high-level technical and operational expertise.   Maintain high-level expertise that focused on future technology directions Develop and grow assigned customer account relationships using complex and strategic measures.

   Contribute to tasks outside normal mission-critical support specialist. Technician Support /AV Technician Supervisor Innovative Media - Rockville, MD January 2010 to Present Server Installer (contractor / Freelance) Supervised and participated in the team to install and reconfigure servers at various corporations   Responsibilities: Organize breakout sessions   Ensure Servers are reconnected with network system, workstations, and printer   Help Desk provided first-tier support and troubleshooting for technology products and applications   Served on team installing hardware, software, and workstation upgrades   Install, configure and modify information for hardware and software to ensure optimal performance   Updated Active Directory.   Identify network connectivity problems and analyze the types of errors and warnings listed Desktop Engineer Specialists on Call - Reston, VA September 2016 to September 2018 Perform services for end-user while monitoring server and network devices in a Healthcare environment.   Responsibilities: Gather analyze, and report end-user support trends   Provide desktop, application and network application incident resolution   Manage user installation and relocations requests   Asset Inventory Support, conducting a physical inventory of assets and conducting scheduled and random electronic inventories   Reset and create Active Directory accounts and groups.   Re-image, set-up,

configured, install patches, and software applications for the user laptops.   Created active directory accounts, Office 365 accounts, and application accounts for users.   Maintain/Monitor/Troubleshoot LAN/WAN equipment (i.e. routers, switches,) across corporate offices.   Inventory and manage software, hardware, and other IT supplies.   Support remote and local users on their issue.   Used ticking system Oasis to support remote and local user   Administer and maintain systems support for software, hardware and servers: troubleshoot, diagnose, and resolve all problems.   Maintain network documentation   Work with vendors to resolve patient impacting issues.   Install and maintained projectors and computer equipment for conference rooms.   Assist customer creating accounts and login issues   Used CRM tool to log carts of customers Innovative Media - Washington, DC 2008 to 2018 Jr. Security Analyst Inova Health System - Sterling, VA June 2016 to August 2016 Responsibilities: Authenticated basic access control to users according to the SLA.   Granted and deleted access to users within the domain.   Document request into the databases to ensure efficient processing for Information Technology team members.   Provide troubleshooting support for user issues.   Assists in the development of IT policies and procedures that provided safeguards. Junior Systems Analyst Sysazzle, LLC - Washington, DC March 2016 to June 2016 Provided technical assistance to the user, created documentation check list while troubleshooting and maintenance laptops virus removal/password resets/email setup/software installs/ laptop re-imaging.   Responsibilities: Gather analyze, and report end-user support trends   Provide desktop, application and network application incident resolution   Manage user installation and relocations requests   Asset Inventory Support, conducting a physical inventory of assets and conducting scheduled and random electronic inventories   Install, maintain, and upgrade laptops, workstations and software, mobile devices, printers, copiers, and fax machines   Set up workstations and resolved networking issues   Maintain and repair workstations, computers, and mobile devices   Install, configure, diagnose, repair and/or upgrade hardware and equipment ensuring its optimal performance   Provide reporting and ticketing information   Recommend improved procedures for CSC responsibilities   Inform and educate clients by explaining procedures; answering questions; providing information IT Field Support / Junior systems analyst

Dimensional Thinking, LLC - Atlanta, GA November 2014 to September 2015 Monitor support tickets submitted from assigned sites and resolve issues reported/logged. Install Apple apps unto devices as required for instruction. Settings of the networking devices (Cisco Router, switches) co-coordinating with the system/Network. Upgrading and backups of Cisco router configuration files Configuring network access servers and routers Troubleshoot and resolve minor wireless, network or switch issues at the site. Troubleshoot and resolve printer (or print) issues. Escalate major issues (wireless, network, etc.) to IT Infrastructure technical teams as necessary. Perform proactive support activities including but not limited to: Checking computer labs & media centers several times per week. Updating, install, and Apple IOS on MacBook, iPad & iPod carts Installing Windows updates and patches Identify and update (or report) unsupported operating systems i.e. Windows XP Ensuring that antivirus software installed on all machines and scans are completed routinely. Checking Interactive White Boards (and Projectors) in classrooms to ensure that they are functional. Update user and asset information in the database (as necessary) Inventory, validate and report all technology items in schools. Report any asset transfers to ensure ownership is properly captured. Provide support for projects (as needed) that may be running in the schools. Follow established processes and procedures. Report to IT any suggestions that will improve the process or make support easier or more efficient. Work with schools to understand technology needs and funnel requirements to IT department through reporting manager/supervisor. Document work performed (and steps to resolve issues) at all times within the ticketing system for audit or knowledgebase purposes. Record and submit checklists or other documentation as maybe required. Desktop Engineer Techni-Core, Inc - Huntsville, AL August 2013 to October 2014 Responsible for installing, configuring, and maintaining operating system workstations and servers; Provide Level II systems and network support Responsibilities: Advises and assists clients in resolving and defining network problems and obtaining solutions; provides troubleshooting assistance in resolving operational problems, responsible for maintaining data security for the LAN Performs software installations and Symantec upgrade for the new user. Monitors and tunes the system to achieve optimum performance levels Ensures workstation data integrity by evaluating,

implementing, and managing appropriate software and hardware solutions   Creation, modification, and deletion of user accounts; addition of software drivers; and connections of systems to the network   Set up and maintain network operations, IP Phones, Printers, and assembly of network hardware while providing assistance to the network administrator   Performed network troubleshooting to isolate and diagnose common network problems   Upgraded network hardware and software components as required   Configuring email accounts, Windows 8 for iPads and preparing laptops and desktops for new users   Assured databases are backed up and validated according to recovery procedures to assure company requirements are met. Work-Study - IT Technician/Tech Tech Stars - Huntsville, AL June 2013 to August 2013 support Dispatch Field Techs; Communicate with Techs in the field to install telephone, cable, and internet. Provided Tier II helpdesk support; Assisted clients by troubleshooting telecommunications equipment installation and configuration. Responsibilities: Managed receipt of work orders and troubleshoots cable, high speed, and digital phone service problems.   Interface with customers via phone for confirmation of appointments and any follow up needed   Determines and schedules work orders and service calls according to urgency.   Assigns work orders for distribution.   Install, troubleshoot, repair, disconnect and/or reconnect high-speed internet, cable, and phone to client customers   Coordinate customers services AV Technician Trainer Maslow Media Group - Arlington, VA January 2011 to January 2013 Contractor) Developed a training program to asset with new employees at various locations to install, set up and maintain audiovisual equipment Responsibilities: Worked in a government-operated environment; collaborated with executive management to ensure requirements for production set up was executed.   Trained and Supervised team to set up projectors, microphones, audio consoles, recording equipment, videoconferencing systems and cameras; worked with permanently installed audiovisual equipment Innovative Media - Washington, DC 2011 to 2013 Innovative Media - Arlington, VA 2010 to 2013 Local 22 Washington, DC 2009 - 2010 11th hour Production Washington, DC 2009 - 2010 Dispatcher/ Cable Installer/Network Support WCC Cable, Inc - Centerville, VA August 2010 to August 2011 Dispatch Field Techs; Communicate with Techs in the field to install telephone, cable, and internet. Provided Tier II

helpdesk support; Assisted clients by troubleshooting telecommunications equipment installation and configuration. Responsibilities: Receives customer work orders and troubleshoots cable, high speed and digital phone service problems.   Interface with customers via phone for confirmation of appointments and any follow up needed   Determines and schedules work orders and service calls according to urgency.   Assigns work orders for distribution.   Install, troubleshoot, repair, disconnect and/or reconnect high-speed internet, cable, and phone to client customers   Coordinate customers services   Camera/ Video/Audio Technician (Contractor / Freelance) Contractor DC Convention Center, Gaylord Resort, and Hyatt Hotel on Capital - Washington, DC 2008 to 2009 A.V. Team Washington, DC 2008 - 2009   Build and operated cameras Set up cameras, lighting, and audio at the DC Convention Center, Gaylord Resort, and Hyatt Hotel on Capital. Contractor: Responsibilities   Install audio boards, Lays, and Microphones; maintained/operated equipment   Build projectors, backgrounds, and screen set-ups according to detailed layout plans   Install and maintained projectors and computer equipment   Operated camera and recording equipment for organizational conferences, festivals, and symposiums   Provided Loadout and Load in's services at a various concert venue   Filmed Dalai Lama of Tibet at 2009 DAR Constitution Conference Education Master's degree Western Governor's University July 2020 Bachelor's Degree in Information Systems and Cybersecurity ITT Technical Institute - Duluth, GA July 2016 Associate degree ITT Technical Institute - Madison, AL December 2014 Skills ACTIVE DIRECTORY, LANDESK, VMWARE, NETWORKING, REMEDY Additional Information Functional Skills   Ability to communicate (writing and verbal) technical and functional requirements pertaining to the installation, configuration and maintenance of hardware and software to clients and users. Experienced with time management when completing tasks and meeting deadlines in a fast-paced environment.   Proficient in data security procedures and systems for all areas of the organization. Proficient in applying advanced diagnostic techniques to identify problems, investigate causes and recommend solutions to correct common failures.   Proficient in coordinating corporate IT Help Desk to maintain the established Incident Tickets and Change Request process to track support using Remedy.   Capable of maintaining and developing IT related procedures required to support

the organization and providing recommendation to future IT needs of the organization. Work with the organizations' Information Assurance Officer (IAO) for achieving system accreditation. Proficient in maintaining data files and monitors system configuration to ensure data integrity. Technical Skills Proficient in managing and troubleshooting WAN and LAN devices Working knowledge of networking principles, practice, and technologies. Knowledge of VMWare products, MS Office 365, and WebEx Working ability installing videoconferencing systems, projectors, workstation, laptops, cameras, audiovisual equipment. Working knowledgeable of Active Directory, Symantec Backup Exec, Symantec Endpoint Protection, and Group Policy. Ability to collaborate with the infrastructure team members, business analysts, developers, and database administration teams to ensure availability, reliability, and scalability of systems to meet corporate objectives. Perform computer related troubleshooting and maintenance including virus removal/password resets/email setup/software installs, and applications. Ability to review and deploy service packs, hot fixes, system updates using remote-control tools for servers and workstations. Working knowledge in the installation, operation, configuration, and customization Windows 7, 8, 8.1, 10, and OS X base environment. Experience with printer configuration service and support Mobile Device Support (iPhone, iPad; Android) Applications Oracle Identity Manager (OIM) Zendesk RSA SecurID Soft Token Service Now AirWatch LANDesk Zoom Remedy

Name: Matthew Reyes

Email: garciasara@example.com

Phone: 695.336.6946x1522