

# LEON S. BATHERSFIELD

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## SUMMARY

Support Specialist seeking a full-time position with a strong support background and networking experience while working in tandem with project on and off-site.

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## SKILLS

- 12+ years' experience with AD/Citrix/Office365/VPN/Server Administration/Antivirus/Remote Support
- Administration of Windows Server 2008-2012R2, Microsoft Exchange, VMWare
- Experience with configuration/troubleshooting with various hardware/software platforms
- Strong communication and customer service skills

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## EXPERIENCE

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### Senior Computer Support Specialist

August 2020 - Current

General Dynamics IT

- Troubleshoot tickets that arrive via email and service desk and collaborate with other teams to complete requests from client base
- Assist PCLab with hardware requests by creating tickets and troubleshooting issues prior to new equipment requests
- Use Remedy with Smart IT and Kace to push updates, remote fixes and configurations to user to resolve issues.
- Utilize MS Teams and Bomgar to remote support users and resolve tickets

### IT Consultant

July 2017- July 2020

Hilltop Consultants

- Troubleshoot all tickets, create tickets for new phone calls, and close tickets with MSP SLA
- Work with escalation team to resolve elevated tickets with remote or onsite troubleshooting.
- Maintain configurations for all hardware/software for all clients and assist with vendor management for 3rd party software, scheduled onsite repairs and administration of user accounts.

### Support Desk Engineer

SysArc

Jan 2016 - June 2017

- Troubleshoot all Help Desk calls using ConnectWise Ticketing System within 1 hr. SLA
  - In-House/ Remote support of hardware/software issues, configurations, and weekly maintenance of server environment, with proactive support and scheduled backups
  - Set up follow-ups around customer schedule for off-hour resolutions and configurations
  - Maintained a weekly on-call schedule for after-hours support/work with Network Administrators to schedule escalated projects for onsite visits
- Project coordination between Support Desk for hardware upgrades, software configuration, and other client support

### IT Manager

Nov 2014 - Jan 2016

*ITS Resources LLC / Cornerstone Government Agency*

- IT Management/System/Network Administrator for company (One Man Site)
- Troubleshoot all IT issues in-house/remote office and coordinate with consultants/vendors on projects
- Created Mailboxes, Groups, Users and Managing Permissions Using Active Directory and Small Business Server 2011

### Help Desk Team Lead

Aug. 2011 - Nov 2014

*ITS Resources LLC / Cystic Fibrosis Foundation (CFF)*

- Managed a team of 5 Help Desk Consultants with various projects (Ticketing-Imaging-Migration-Inventory-Networking-NAS), scheduled shifts/time off, and interviewed all new hires with Help Desk Manager
- Tier 1 and 2 troubleshooting of hardware/software for over 650 Users across 55 Chapters using Windows and 3rd party software
- Troubleshoot application/ hardware issues with end-users, and worked with MIS department to resolve elevated IT issues
- Scheduled weekly meetings to review ticketing system and monitor progress of Help Desk
- Created Mailboxes, Groups, Users and managing permissions using Exchange Management Console
- Created and administered Citrix accounts on local/server side for CFF and CFS pharmacy use

### ASM Education Center

Rockville, Maryland

- Cisco Certified Network Associate (2013 - 2014)

### Bowie State University

Bowie, Maryland

- Network Engineering Infrastructure Graduating Fall 2025