

# Mackenzie E St Lot

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## Objective

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A highly enthusiastic person with proven customer service skills seeking a position in an environment that offers great challenge and the opportunity to help the company advance efficiently and productively.

## Profile/Skills

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- Results oriented self-starter with exceptional organizational
- Excellent at prioritizing tasks and following through to achieve project goals
- Able to work independently or as part of a team and very adaptive
- Technical proficiency PC, Microsoft Office (Word, Excel, PowerPoint), Internet and tech savvy
- A life-long learner, committed to personal improvement and professional practice, with a restless intellect and genuine interest in working with multiple technologies.

## Experience

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**Bruce W. Carter Veterans Administration Medical Center**, Miami, FL

December 2020 – Present

### Information Technology Specialist

- Oversee the daily maintenance and support of desktop computer systems to ensure high availability of IT resources for user customers.
- Deploy computer workstations and peripherals devices in various environments for employee use, performing and ensuring proper installation of cables, operating systems, and appropriate software.
- Offer remote support for computer users to effectively and efficiently troubleshoot and resolve Tier 2 technical support issues of computer desktop hardware and software applications to ensure a high level of customer satisfaction.
- Annotate all issues and resolutions in Help Desk Software; provide follow up to ensure customer satisfaction.
- Provide ongoing systems monitoring and management through enterprise computer management systems such as Microsoft Active Directory, SCCM and VA Tools to ensure system health and functionality; identify and remediate system deficiencies and errors.
- Diagnose and /or resolve problems in response to customer reported incidents via trouble tickets.
- Ability to concentrate on details and handle multiple tasks with accuracy while providing outstanding customer service
- Self-disciplined and accountable for performing job functions with minimal supervision
- Planed and delivered customer support services, including installation, configuration, troubleshooting, customer assistance, in response to customer requirements.
- 2+ years' experience of in an enterprise IT support environment supporting a range of SaaS solutions.

**Apex System, Kavaliro**, Miami, FL

July 2017 – February 2018

### IT Technician

- Resourceful and skilled in problem-solving and be able to handle difficult/stressful situations
- Assisted with assigning IP Addresses and re-imaging PCs, Laptops
- Required to Perform Field set-up, breakdown, and transport of agency equipment on an as-needed basis and provided overall assistance in daily administration of windows network.
- Performed PC repairs/upgrades
- Supported NMCI (Navy Marine Corps Intranet) and US Southern Command
- Configured and assembled and installed laptops, microcomputers, and workstations.
- Performed first line support for service interruptions, escalated unresolved issues to expedite resolution



- Create, respond to, escalate, and close tickets. Track all outstanding tickets, working closely with Tier II Technician to ensure any problems are resolved in timely manner
- Researched client issues to resolve complaints promptly
- Created service orders to replace defective parts or request technician assistance
- Served on a travel team installing hardware and software upgrades on Navy and Marine bases throughout the U.S.
- Ability to perform duties while remaining at a workstation for extended periods of time

**Lockheed Martin**, Kabul, Afghanistan

August 2012 – July 2015

**Field Service Representative**

- Installed and maintained the Vehicle Optic Sensor Systems (VOSS)
- Serviced and repaired the GyroCam System to include gimbals, hybrid kneeboards and telescoping masts
- Maintenance full motion video, IR system and subcomponents of GyroCam
- Performed software and configuration changes and updates.

**B.A.E System**, Bagram, Afghanistan

September 2011 – August 2012

**Field Service Representative**

- Installed Check 6 thermal viewer.
- Installed and routed cables through the vehicle cargo deck using schematics.
- Supported military upgrades

**KBR**, Baghdad, Iraq

June 2010 – August 2011

**Field Service Representative**

- Repaired, diagnosed, and completed inspections, on a variety of diesel and gasoline powered vehicles.
- Ensured preventive maintenance, inspections, safety procedures and standards required by the company and government standard were being followed

**U.S Army**, Fort Hood, TX

August 2007 – March 2010

**Field Artillery System Mechanic**

- Maintained quality control/quality assurance records according to government regulations.
- Repaired hydraulic and mechanical systems
- Performed maintenance, modifications, circuit testing and calibration of field artillery system
- The ability to read and interpret schematics and technical manuals

## Education

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**Florida Memorial University**, Miami, FL

Completed 04/2020

- Cybersecurity B.S.

**Miami-Dade College**, Miami, FL

Completed 2017

- Computer Information Systems

**CompTIA**

Completed 2017

- Security+

**Microsoft**

Completed 2017



- Windows 7 Configuration and Windows 10

**Lockheed Martin**, Yuma Arizona

Completed 2017

- Surveillance Systems, Elevated Sensor,

**U.S. Army**, Aberdeen Proving Grounds

Completed 2008

- Self-Propelled Field Artillery

## References

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Available upon request