

Danis Santamaria

(703) 302-9962

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120 Spencer Terr SE Leesburg, VA 20175

COMPUTER PROFICIENCIES

- **CompTIA A+** - February 2020
- **CompTIA N+** - August 2020
- **Active Secret Clearance**
- **Azure AZ-104 Azure Administrator November 2022**
- Remote desktop connections/VPN
- Windows/Linux/Mac OS proficiency
- Virtualization- Proxmox/VMware Exsi 7.0
- Microsoft End Point Manager(Intune)

SKILLS

- Ability to explain technical information clearly.
- Excellent communication skills
- Analytical and process -oriented approach
- Ability to create, track, and update ticketing system
- Able to prioritize and multi-task efficiently.
- Capable of learning new software and hardware fast and efficient.
- Superior customer service capability
- Bilingual in Spanish and English

WORK EXPERIENCE

Senior Help Desk Technician, Decision Point Solutions, (DoS OIG)

March 2022 – Present

- Manage devices via Microsoft Intune to allow employees access to organization data and applications
- Utilized Windows Autopilot to pre-configure, reset, and repurpose devices.
- Provide technical support to VIPs, maintaining a high level of customer support and resolution.
- Collaborate with Network and Security teams to meet agency policy and new implementation goals.

Help Desk Technician, Link Solutions Inc (DoS OIG), Arlington, VA.

December 2020 – March 2022

- Provides Active Directory (AD) administration via user account creation, host computer object creation, organizational unit (OU) creation with newly created and pre-existing Group Policy Objects (GPO's) all within a Server 2016 environment,
- Re-imaged and re-deployed PCs
- Coordinate with Cyber Security team to provide hardened iPhones to users traveling to high-risk areas as well as wiping hardened iPhones after each use and configuring for next use
- Helpdesk support via remote software via Microsoft Teams, maintaining a high level of customer support and resolution with little need of turn-over or ITIL service escalation.
- Troubleshoot VPN issues
- Create end user email accounts, Microsoft Exchange, and Microsoft Outlook 2016 configurations.

Level 1 Tech, U.S. Committee for Refugees and Immigrants (USCRI), Arlington, VA.

July 2018- December 2020

- Mobile device set up for new employees
- Provide level 1 support for Apricot database for a network of 40 employees
- Troubleshoot Microsoft 365 applications (Word, Excel, Outlook)
- Disseminate information via telephone, mail, web, and email

Program Assistant, U.S. Committee for Refugees and Immigrants (USCRI), Arlington, VA

January 2016- July 2018

- Conducted quality assurance calls with clients maintaining professionalism
- Create detailed case notes of every client interaction
- Complete data entry of confidential clients' information using database software
- Manage Multiple tasks simultaneously in a fast-paced environment

Associate Agent, Griffin-Owens Insurance, Sterling, VA

November 2014 – January 2016

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- Create a highly satisfying and positive experience for clients with knowledge, competence and professionalism
 - Educate customers on each type of insurance and coverage and make recommendations base on their needs
 - Track Insurance claims to ensure client and company satisfaction
 - Assist with policy and account changes

Customer Service Representative, *Griffin-Owens Insurance*, Sterling, VA

May 2014 – November 2014

- 50+ customer interactions per day, giving detailed, personalized, friendly, and polite service to ensure customer retention and satisfaction as it pertains to account support, billing and technical support
- Maintained records of every communication transaction in call tracking system, problems and remedial actions taken, and next steps and contacts to resolution
- Answer incoming calls, gather information to process the request to the correct department

Guest Services Representative, *The Hyatt Place*, Herndon, VA

January 2010 – August 2011

- Resolve guest complaints and ensure satisfaction by responding promptly and courteously
- Organize, confirm, process, and conduct all guest check in/outs, room reservations, request and changes
- Communicate clearly and demonstrate a high level of professionalism in a fast-paced environment
- Provide excellent customer services to guest at all times and anticipate and exceed their expectations

EDUCATION

B.A. in International Studies with a concentration on Latin America

August 2013

Old Dominion University

Norfolk, VA