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Work Experience:

Desktop Engineer/Lead Migration Technician – November 2015 to Present
Inova Health System
MedixIT – Rockville, MD/Northern Virginia

- Plan and implement the Enterprise wide migration of computer systems for the Inova Health System from Windows XP to Windows 7. This includes Hospitals and Ambulatory sites throughout the Northern Virginia area.
- Coordinate with the Project management Office (PMO) in regards to planning and implementation of project activities in order to reach key objectives. Participate in daily and ad-hoc conference calls to bring Project Management up to date on progress.
- Work with business analysts to gather business requirements from clients. Assist in the conversion of requirements to technical specifications for the imaging and deployment teams.
- Work with Practice Managers at Hospitals and ambulatory sites to plan migration activities in regards to scouting, deployment, testing, end-user education, and patient load.
- Manage a team of 15 technicians tasked with the deployment, configuration, and testing of work stations, laptops, network printers, peripherals, and specialized software.
- Provision workstations and Laptops using the LANDesk management suite (LDMS). Ensure all devices are up to date with all security patches currently reported as necessary per LDMS. Deploy Windows 7 Professional 64 bit operating systems using the LANDesk provisioning agent.
- Deploy and test specialized software such as Citix Receiver and Epic Systems. Train subordinate technicians in the installation and testing of these tools. Provide end-user training in the operation of this software.
- Install, configure, and troubleshoot MS Office and related applications.
- Utilize the Service Now (ITSM) ticketing system to prioritize IT service management. Handle escalations from the tier-one help desk in a timely manner to resolve end-user issues.
- Perform network based OS deployment and Imaging utilizing Windows PXE.
- Assist with account setups and password management for enterprise end users using Microsoft Active Directory.
- Administrate devices, users, groups, and organizational units on an enterprise level utilizing Microsoft Active Directory.
- Install and configure HP/Kyocera Network printers, Zebra medical printers, Honeywell barcode readers, and Topaz signature pads
- Trouble shoot and repair Jaco Work-Station-on-Wheels stations out fitted with wireless Wyse Thin Clients running Windows 7 Embedded OS.
- Deploy and Configure HP business class workstations and Laptops. Setup HP business continuity workstations (BCA) for disaster recovery.
- Utilize Fluke Meters to work with LAN cabling, wall outlets and network closet cross connects.
- Utilize the Remote Desktop Protocol (RDP) facilitate end user remote support.
- Provide technical support and education to end-users. Perform remote and on-site troubleshooting.
- Assist Enterprise end users with the purchase of specialized hardware to enhance their job functions.
- Function in an extremely high pressure environment encompassing 50,000 end users Enterprise-wide.

Desktop Engineer – Jan 2013 to October 2015
Multiple Clients
PeopleNTEch – Vienna, VA

- Deploy, configure, and administer Windows XP, Windows Vista, and Windows 7.
- Perform disk imaging, backup, and restore.
- Install, configure, assemble, and troubleshoot desktops, laptops, monitors, printers, peripherals, and network infrastructure.
- Resolve basic to advanced hardware, software, and connectivity problems.
- Evaluate, install, test, maintain and support PCs and laptops, peripherals, operating systems and applications.
- Use Remote Desktop Protocol (RDP) in order to provide remote support.
- Install, configure, and troubleshoot MS Office and related applications.
- Assist with account setups and password management for customers using Active Directory.
- Inventory, update, maintain, and repair all in-house computers, peripherals, software, network equipment, and telephone systems.
- Assist management with hardware life cycle management, asset Tracking, the disposal of assets, and logistics.
- Meet and exceed all service level agreements (SLA) according to established guidelines.
- Assist management in the development and maintenance technical documentation and logs.
- Implement LAN/WAN networking concepts and troubleshooting, diagnostic procedures, and contractual preventative maintenance programs.

- Utilize the Remedy (ITSM) ticketing system to prioritize IT service management. Utilize the Microsoft Office to assist in job functions.
- Provide technical assistance and training to end-users. Perform remote and on-site reactive service. Incorporate desktop support to assist end users. Assist with the purchase of hardware for end users.
- Resolve problems through end user education, training, and direct assistance. Daily client interface utilized to provide a high-level of end user satisfaction. Work in an extremely fast-paced and high pressure environment.

Senior VoIP Deployment Technician – May 2011 to Dec 2012

Orange Business Services

World Bank Group (WBG) / International Finance Corporation (IFC) - Washington, DC

- Provide onsite technical support for Cisco Unified Communications VoIP deployments and migrations at The World Bank Group and The International Finance Corporation encompassing 40,000 end users Enterprise-Wide.
- Manage hardware life cycle management, asset Tracking, the disposal of assets, and logistics.
- Develop and maintain technical documentation.
- Meet and exceed all service level agreements (SLA) according to contractual guidelines.
- Coordinate with offshore teams to ensure that all WBG / IFC country offices migrate to the Cisco Unified Communications (UC) Environment.
- Operational support of voice technology with the ability to meet the installation and troubleshooting demands of many sites with varied size and complexity.
- Coordinate with offshore teams to ensure that all WBG / IFC country offices migrate to the Cisco Unified Communications (UC) Environment.
- Ensure that all escalations from the tier 1 and tier 2 help desks are prioritized to optimize client and end user satisfaction utilizing the Clarify (ITSM) ticketing system. Utilize the Clarity (ITSM) ticketing system to prioritize IT service management.
- Explain in detail all features and functionalities of the Cisco Unified Communications (UC) Environment to all WBG / IFC executive and management level end users.
- Perform remote and on-site reactive service. Incorporate desktop support to assist end users. Resolve problems through end user education, training, and direct assistance. Daily client interface utilized to provide a high-level of end user satisfaction. Work in an extremely fast-paced and high pressure environment.
- Assist in the set up of end users with the proper access to resources in Active Directory, Lotus Notes, and the VoIP telephone system.
- Integrate Lotus Notes (Sametime) and Blackberry handheld devices with the Cisco Unified Communications (UC) Environment for all WBG / IFC executive and management level end users.
- Provide desktop support, client interfacing, resolving problems through customer education, and remote and on-site reactive service.
- Provision Cisco VoIP desk and conference room phones with the correct Cisco Unified Communications Manager firmware, and configuration files prior to deployment and testing.
- Utilize hardware and software system components, low voltage wiring, utilization of VMware hypervisors and Cisco Catalyst Switches to provision Cisco VoIP desk and conference room phones, hardware life cycle management, and proper disposal of assets.
- Implement knowledge of Network Security, LAN, WAN, and VoIP architecture to ensure that end users are fully trained before and after deployment of the UC environment.

Desktop Support Technician - March 2005 to April 2011

Wireless Konnections

Subway Restaurants, Dollar Thrifty Automotive Group, and Comcast Cable- Baltimore / DC Metro Area

- Provide end users with training, system education, and desktop support
- Support end users remotely and on site.
- Perform Break/Fix, Service Calls, and POS Installs.
- Perform preventative maintenance at various customer locations with minimal direct supervision.
- Support technologies such as POS/Server/Desktop systems.
- Test and diagnose equipment such as a Laptops, Desktops, Printer, IP phones, and Mobile phones.
- Maintain an accurate parts inventory. Travel as required.
- Field incoming calls and monitor Remedy Ticketing System queues.
- Assist in the maintaining of Domain and Active Directory accounts.
- RSA and Vasco token administration.
- Grant access to SharePoint sites. Assist with exception requests through web site filters. Process all extranet requests.
- Communicate with network/application administrators and managers to obtain the proper approvals for service requests.
- Assist with the purchase of hardware for end users. Push software to end user devices.

Summary of core strengths and technical experience:

- Experience in Information technology, telecommunications, and logistics.
- Client and end user education. Desktop and remote support. Daily client interface and direct assistance.
- Utilization of disk imaging software for backup and recovery.
- Utilization the Remedy, and Clarify (ITSM) ticketing systems.
- Completion of large migration projects in the Enterprise environment.
- Utilization of the Cisco Unified Communications Manager (CUCM) to provision Cisco VoIP phones.
- Deployment, configuration, and testing of Cisco VoIP desk phones and software based Softphones.
- Lotus Notes and Blackberry integration (RIM / BES) with the Cisco Unified Communications (UC) Environment.
- Utilization of the LANDesk management suite (LDMS) to provision devices on a Windows Domain.
- Deployment, configuration, and administration of Windows XP, Windows Vista, Windows 7.
- Deployment and configuration of barcode scanners, signature pads, and other POS equipment.
- Administration of Microsoft Active Directory (AD) within Microsoft Windows Server.
- Utilization of Microsoft Office applications (Outlook, Word, Excel, SharePoint)
- Trouble shooting and replacement of printers, monitors, and other peripherals.
- Understanding of DNS, DHCP, TCP/IP and other networking protocols.
- The design and implementation of local area networks (LANs) in residential and commercial settings.
- Knowledge of HL7 messaging, interface engines, Electronic Medical Records (EMR), and Hospital Information Systems (HIS).
- Deployment and testing of COTS and in-house applications done according to Enterprise best practices.

Technical Certifications:

CompTIA Project+, Green IT Specialist, Cloud Essentials, IT for Sales, Healthcare IT Technician, Security+, Network+, A+

- Certified in the principles of Project Management.
- Certified in the concepts of Green IT technologies and methodologies.
- Certified in the concepts of Cloud Computing.
- Certified in the principles of IT consulting and Sales.
- Certified in Healthcare Technology as pertaining to regulatory requirements, medical business operations, organizational behavior, IT operations, and IT security.
- Certified in Information systems security, networking, software, and hardware.

Education:

New Horizons Computer Learning Center of Washington, D.C. - McLean, VA
CompTIA Information Technology Certifications

Northern Virginia Community College - Woodbridge, VA
Career Studies Certificate in Business Information Technology

References Available Upon Request