

**Shawn G Sylvia**

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**OBJECTIVE:** To obtain a position that will allow me to continue my Professional, IT Support, and Customer Service attributes. Also a position, that offers Advancement opportunities, Education, Stability and Growth.

**EDUCATION:**

Frederick Douglas High School, Upper Marlboro, Md

**EMPLOYMENT:**

06/2014 - Present

**Desktop Engineer**

**Actionet Inc - Vienna, Va**

**Dept Of Transportation - Contractor**

- Responsible for corresponding to Department of Transportation employee technical request and issues submitted through the Remedy ticketing system. This is a Tier 2 Deskside support position in a Windows 7 professional Help Desk environment
- Duties include documenting and providing quick and timely resolution to any technical issues that may stray or prevent users from performing day to day work task. This is carried out via Email, Blackberry, Desk side or Remote assistance via the Bomgar Remote Desktop client
- Proficient in the Support of Office 2010, VPN & Windows 7
- Responsible for the maintenance and upkeep of users machines when there are work stoppages. This includes PC maintenance to involve at times backing up and restoring Data after Re Imaging or refreshing users PC which creates a more fluid workstation for client usage
- Duties also include installing Software and setting up printers to include Software configuration and Printer Toner replacement.
- Efficient with the Active Directory Console to include resetting passwords, creating accounts and adding users to relevant security groups needed for day to day work operations
- Responsible for the communication between Tier 1 - 3 support to make certain client support needs are met
- Also responsible for assisting Telework Staff with remoting in and working from home issues, to include technical support of VMWare and applications installed in a Virtual Desktop Interface

11/2013 - 06/2014

**Helpdesk Technician**

**Robert Half Technology - Charlotte, N.C.**

**Dimension Data - Contractor**

- Responsible for corresponding to Dimension Data Helpdesk request through a Tier 1 phone support position. Customers include a 24 hour Circus entertainment corporation throughout the world to include clients that support or provide Service to the Barnum & Bailey Circus, Disney on Ice and Monster Jam
- Responsibilities mainly included answering Helpdesk Request and resolving customer IT related issues providing a quick and timely resolution. This includes creating tickets and resolving issues through first call resolution. At times escalating client issues to appropriate Tier 3 groups to get resolved. Support is carried out through remote support tools locally installed or web based
- Duties include Active Directory administration to include creating and deleting accounts, adding and modifying of distribution list to include adding work related groups to users accounts and resetting passwords.
- Responsible for administering Microsoft Exchange account through the Microsoft Exchange 2010 Management Console. This includes: Adding accounts, Modifying accounts, Managing Mailbox and Distribution List
- Duties include an ongoing upkeep of processes and knowledge base articles to include creating processes that aid in quick turn around resolutions for clients
- Responsibilities also include working closely with Network, Security and 3rd party Vendors when needed to also aid in a resolution for client request

05/2013 - 11/2013  
**Helpdesk Technician**

**Apex Systems - Charlotte, N.C.**

**Versiant Corporation - Contractor**

- Responsible for corresponding to Versiant Helpdesk request through a Tier 1 phone support position. Customers include 24 hour Healthcare facilities throughout the state of North Carolina to include clients that support or provide Service to Marine Terminals throughout the states
- Responsibilities mainly included answering Helpdesk Request and resolving customer IT related issues providing a quick and timely resolution. This includes creating tickets and resolving issues through first call resolution. At times escalating client issues to appropriate Tier 3 groups to get resolved. Support is carried out through remote support tools locally installed or web based
- Duties also include troubleshooting user issues in a Citrix XenApp, Virtual and Hosted Desktop environment, to include monitoring client active Citrix sessions and at times restarting sessions when needed, in case of any work stoppages preventing users to continue their daily assignments
- Also responsible for remoting in to virtual, desktop or Citrix Servers to run urgent updates. This includes restarting any servers that are not polling or alerting to be down. This at times would require access to servers set up with a VM Ware "Virtual" Infrastructure
- Duties also included Active Directory administration to include creating and deleting accounts, to include adding work related groups to users accounts and resetting passwords.
- Responsible for training users on how to utilize Citrix for teleworking usage. This includes setting up VPN connections to give users remote access to their network environment
- Ongoing experience with Windows Professional, XP, 7, Vista & 8, Desktop and laptops to include Windows Server 2000, 2003 & 2008. This includes support of the MS Office Suite, acquired Virus protection software, printer related support and also support of multiple 3<sup>rd</sup> party software applications
- Responsible for filtering SPAM emails per customer request through a web based email filtering application
- Also responsible for creating communication and processes to share and enhance the overall helpdesk knowledge base and tools

10/2012 - 05/2013  
**Desktop Engineer**

**Actionet Inc - Vienna, Va**

**Dept Of Transportation - Contractor**

- Responsible for corresponding to Department of Transportation employee technical request and issues submitted through the Remedy ticketing system in a Windows XP & 7 professional Help Desk environment
- Duties include documenting and providing quick and timely resolution to any technical issues that may stray or prevent users from performing day to day work task. This is carried out via Email, Blackberry, Desk side or Remote assistance on a Tier 2 level
- Proficient in the Support of Office 2010, VPN, Windows XP And Windows 7
- Responsible for the maintenance and upkeep of users machines when there are work stoppages. This includes PC maintenance to involve at times backing up and restoring Data after Reimaging or refreshing users PC which creates a more fluid workstation to complete work with.
- Duties also include installing Software and setting up printers to include Software configuration and Printer Toner replacement.
- Also responsible for assisting Telework Staff with remoting in and working from home issues.

06/2007 - 10/2012  
**Jr Operations Engineer**

**Catapult Technology - Bethesda, Md**

**General Services Administration - Contractor**

- Responsible for corresponding to GSA Central Office employee technical request and issues submitted through a web based ticketing system in a Windows XP & 7 professional Help Desk environment

- Duties include documenting and providing quick and timely resolution to any technical issues that may stray or prevent users from performing day to day work task. This is carried out via email, blackberry, desk side or remote assistance
- Responsible for setting up new users to include creating accounts utilizing an Active Directory Database, Set ups also include imaging workstations, pushing software, adding machines to the domain, configuring Lotus Notes setting up hardware and training on the lotus notes email client
- Proficient with the Google Gmail client offering support with Calendar, Mail and functionality issues
- Proficient in Mobile Device Support, to include setting up users with Blackberry and IOS devices to include setting up and supporting iPads, iPhones and Android Mobile Platforms.
- Responsible for the repairing, mapping, and maintenance of HP Laser and inkjet printers, to include changing toner, setting up printers and mapping users to canon and Xerox scanners
- Duties also include replacing Hardware when needed such as Motherboards, Hard drives, Memory and personal printers to include the replacement of older Windows platform laptops in a rollout setting. This includes rolling out machines of large quantity to specific groups with the newest Windows OS, backing up data and training users on new functionality.
- Proficient in MS OS: WinNT, Win2000, Win XP, Lotus Notes, Enterprise tools for OS deployment, software distribution, backup and disaster recovery

**Environments:** Microsoft Windows XP, 7 & 8, Office 03-2010, MS Exchange 2010, MS Server 03-2008, Office 365, Efax, Oracle VM, Citrix XenApp/Desktop, Remedy, ITSM, Lotus Notes, G-Mail, Google Apps, Maas 360, Cisco IP Communicator, Voip & VPN, Blackberry, IOS & Android, Symantec Ghost Imaging & Virus Software, VMWare View Client

**Military:** May 1990- July 1991 - Ordered to Active Duty in support of Desert Storm, served over 180 days of duty with an honorable discharge. DD214 available upon request