Tyler Fey

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I am an ambitious and attentive individual with seven years of extensive IT desktop and help desk support that encompasses effective communication and immediate resolution for both technical and non-technical users.

Willing to relocate to: Alexandria, VA
Authorized to work in the US for any employer

Work Experience

Systems Engineer II

United States Senate Federal Credit Union - Alexandria, VA
September 2022 to Present

Developed and maintained several different Systems, Policies, and Platforms. In charge of escalations, employee training, and S.O.P development.
• Monitored and maintained escalations through the JIRA platform to help resolve any open issues.
• In charge of updating, maintaining, and building system images for the entire company. Deployment was VDI based allowing us to increase capacity at ease.
• Primary Technician regarding projects, this includes upgrades to our Symitar system, migration from Skype for Business to Teams, and integrating VDI on cellphones allowing users to work on the go.
• Primary administrator of User Management in Exchange and Office 365
• Configured and set-up Firewalls, as well as Dell based switches.
• Occasionally dispatched to up to 4 different offices in the DMV area.

Systems Administrator

RedRiver - Chantilly, VA
September 2019 to Present

Set-up, maintained, backed up, and decommissioned Linux and Window based servers
● Monitored and managed Azure and AWS resources through WebPortal, including testing and verifying backup and restoration of applications
● Created imaging systems for clients from Windows, Linux, and Mac OS imaged with VMWARE, Hyper V, and Virtual Box
● Acted as architect of several local networks by diagnosing and repairing issues with local area environments as well as patch into demarcation points
● Primary administrator of User Management in Exchange and Office 365
● Established and dispatched Firewalls, Meraki and Microtek based switches, as well as distributed home-use MX firewalls
● Dispatched to offices all around the Washington D.C. Metro area to establish and repair servers and hardware

Support Technician

All Points Broadband - Leesburg, VA

May 2018 to August 2019

Provided superior customer service leading to the top position of senior phone support technician
● Consistently lead the team in sales of an array of internet packages with additional speed upcharges
● Created and maintained a permanent service-based curriculum for current and new staff
● Performed all aspects of service desk operations including call management, incident management, and request management
● Received, prioritized, documented, and solved all outage, sales, and billing tickets for new and existing clients

Computer Technician
Loudoun County Government - Leesburg, VA
March 2015 to March 2018

Exercised established government protocols to image, install and maintain computer hardware, software, and networking equipment on all county computers
● Delivered necessary on-site troubleshooting and technical support to government personnel and clients regarding computer and network complications
● Mastered Active Directory through repetitive practice of county guidelines for client troubleshooting
● Supported the installation and configuration of Apple products for the entirety of county employees

Telecom/Network Technician
Lucketts.net - Lucketts, VA
September 2012 to March 2015

Lucketts, VA
● Established daily customer-oriented task allocation and prioritization for both the office and client locations
● Managed and executed all new IT technician training programs including customer service, hardware, software account management, and network operations
● Provided office and on-site troubleshooting for clients and staff

Education

Some College
Northern Virginia Community College
August 2012 to May 2013

Skills

- Active Directory
- Azure
- Computer Networking
- DNS
- Network Support
- Software Troubleshooting
- System Administration
- VMWare

- ServiceNow
- AWS
- Linux
- Windows
- Mac OS
- System administration
- Server management
- Software troubleshooting
- LAN
- TCP/IP
- WAN
- Microsoft Windows Server
- PowerShell
- DHCP
- Disaster Recovery
- Operating Systems
- Microsoft Exchange
- Network Firewalls
- VoIP
- Citrix
- Technical Support
- Help Desk
- Network Administration
- Network Engineering
- SCCM
- VPN
- Microsoft SQL Server
- Remote Access Software
- SQL
- Jira
- Project leadership
- IT management
- Virtualization
- Cloud security
- Zendesk
- Solarwinds
- Load Balancing
- Shell Scripting
- Workday

Assessments

Following directions — Highly Proficient

March 2021

Following multi-step instructions
Full results: Highly Proficient

Problem solving — Expert

March 2021

Measures a candidate's ability to analyze relevant information when solving problems
Full results: Expert

Technical support — Highly Proficient

March 2021

Performing software, hardware, and network operations
Full results: Highly Proficient

Customer focus & orientation — Highly Proficient

March 2021

Responding to customer situations with sensitivity
Full results: Highly Proficient

Work style: Reliability — Highly Proficient

August 2019

Tendency to be dependable and come to work
Full results: Highly Proficient

Project timeline management — Familiar

March 2021

Prioritizing and allocating time to effectively achieve project deliverables
Full results: Familiar

Remote fit — Familiar

March 2021

Measures the traits that are important for successful remote workers
Full results: Familiar

Social media — Familiar

March 2021

Knowledge of popular social media platforms, features, and functions
Full results: Familiar

Work motivation — Familiar

March 2021

Level of motivation and discipline applied toward work
Full results: Familiar

Spreadsheets with Microsoft Excel — Proficient

April 2023

Knowledge of various Microsoft Excel features, functions, and formulas
Full results: Proficient

Technical support: Customer situations — Proficient

March 2021

Responding to technical support situations with sensitivity
Full results: Proficient

Project timeline management — Proficient

March 2021

Prioritizing and allocating time to effectively achieve project deliverables
Full results: Proficient

Technical support — Proficient

February 2020

Performing software, hardware, and network operations.
Full results: Proficient

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.