

# Ian Galope

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Website: <https://galopeian1.github.io>

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## Summary of Qualifications:

Highly skilled IT Help Desk professional with expertise in phone system support, ensuring uninterrupted communication solutions for end-users. Possesses a CompTIA Security+ certification, reflecting a strong grasp of cybersecurity principles and a commitment to maintaining data integrity. Demonstrates exceptional critical thinking and problem-solving abilities, enabling swift identification and resolution of complex technical issues. Proficient in utilizing Zendesk software to streamline ticket management, enhance customer support, and deliver efficient IT solutions. Committed to delivering top-tier service, consistently applying a user-centric approach to provide effective and timely IT support, fostering user satisfaction and productivity.

## Education:

### University of Maryland Global Campus

Address: 9636 Gudelsky Dr #4101, Rockville, MD 20850

September 2021 - Current Semester

97 Credits towards B.S. in Cybersecurity

### Montgomery College

Address: 51 Mannakee St, Rockville, MD 20850

September 2010-May 2013, January 2018 - August 2021

66 Credits earned

### Seneca Valley High School

Address: 19401 Crystal Rock Dr, Germantown, MD 20874

September 2006 - June 2010

Diploma earned

## Certification(s):

### Comptia Security+:

Verification Code: 49B4RMXN5P4E1Z5V

Verify at: <https://verify.CompTIA.org>

## Work Experience:

### Datawatch Systems

Address: 4401 East West Highway Bethesda, Maryland 20815

November 2016 - August 2020

#### *Duties:*

- Answering building access calls & making decisions based on permission levels.
- Making Outbound calls regarding building signals
- First responder to emergency signals (elevator traps, fire alarms, medical emergencies, burglary alarms)
- Coordinate across other departments with regards to access permission changes as well as client hardware repair requests.

### Center for Disaster and Humanitarian Assistance Medicine

Address: 11300 Rockville Pike, Suite 707, Rockville, MD, 20852

August 2014 - September 2016

#### *Duties:*

- Prepared and submitted travel expense reports.
  - Performed general clerical work including departmental mail distribution, recording meeting notes, properly disposing of sensitive documents, and processing visa applications at embassies.
  - Maintained the team calendar.
  - Designed the layout for the Center's newsletter using Adobe Illustrator, Format and designed online educational materials using Articulate Quizmaker.
  - Responsible for all administrative aspects of conference preparation including workbook, certificate, badge & evaluation questionnaire design and production.
  - Set up computer workstations.
  - Performed desktop publishing.
  - Created and updated Excel spreadsheet of co workers' conference and away dates.
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