ALAN CASAS

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*Currently hold an Active Secret Clearance

OBJECTIVE

To secure a professional opportunity that offers increased responsibility, substantive experience and future opportunities.

COMPUTER SKILLS

Windows OS (XP/Vista,7, 8), Windows Server (2003/2008), MS-DOS, DNS, DFS, SBS, SCCM, Exchange (2003/2007/2010),

Microsoft Office (2003/2007/2010), MOSS, Symantec/McAfee/Sophos/Trend Micro Antivirus, Replay Backup Recovery, Enterprise Vault, Networking - Router/Hub/Switch Setup & Configuration.

Cisco Call Manager, ServiceNow, Remedy, Cisco Unity, WebEx, Panorama, SCCM, JAMF, GitLab, SMS, Sharepoint, Active Directory, Avaya CMS, Concur, Citrix, Cisco VPN, Sonicwall, GFI Max, Kaseya, ConnectWise, Xceedium, Footprints, Reply Backup, BES, Blackberry devices, iPhone, iPad and Android configurations, HyperV, Symantec Ghost imaging, Kronos, RF systems- Wi-Fi, WLAN, Spectralink devices.

WORK EXPERIENCE

August 2022 – March 2024

IRS (Internal Revenue Service) – Netimpact Strategies;   Washington D.C.

Applications Administrator

- Monitor and perform secondary approval of all YK1 requests submitted via authorizations workflow system (determine when escalation is needed for management approval.
- Create accounts and notify users and assist them with initial login.
- Ensure reconciliation between accounts in internal system and platform.

July 2021 – August 2022

CISA (Cybersecurity and Infrastructure Security Agency) – RAYTHEON ;   Ballston, VA

Cyber Systems Administrator / IT manager

- Manage accounts, network rights, and access to systems and equipment.

- Configure, image and distribute MacBook Pro laptops and iPhones using JAMF to all onboarding users within the CISA department.
- Conduct functional and connectivity testing to ensure continuing operability.
- Plan, execute, and verify data redundancy and system recovery procedures.

December 2018 – July 2021

DHS USCG HQ St. Elizabeth's (Dept of Homeland Security/US Coastguard) – CACI ;   Washington D.C.

VOIP Support Technician
- VOIP support for consolidated helpdesk at DHS and Coastguard HQ
- Configuration for all hardware and software issues for all phones on site using Cisco Call Manager
- User support for any issues relating to desk phones and phone connection.

December 2018 – July 2021

DHS USCG HQ St. Elizabeth's (Dept of Homeland Security/US Coastguard) – CACI ;   Washington D.C.

Tier 2 Support Technician Lead
- IT support using Service Now for consolidated helpdesk at DHS and Coastguard HQ
- Ticket creation and routing to correct support group for completion.
- User support for questions on correct team to forward tickets for computer and account issues.
- Network port administration using Panorama for port security layer 2 for all devices connected within network.

August 2018 – December 2018

USDA (Dept of Agriculture) – The Am Agency ;   Washington D.C.

Tier 3 Support Technician Lead
- IT support for escalated issues from lower Tiers including both hardware and software issues.
- Server and Sharepoint administration of user's accounts, shared drives, applications, calendars and emails
- Configuration of system files and folders with granting permissions and restrictions for user.
- Active directory management for user accounts passwords and permissions, group policy as well as computers and devices within network.

April 2017 – April 2018

TSA Headquarters – CSRA ;   Arlington VA

Service Desk Supervisor
- Supervising call center agents supporting Tier 1 call center and assisting agents with complex issues.
- Assuring all calls from users are either resolved or escalated within a 15 minute SLA.
- Providing call and ticket data reports to upper staff as needed or requested.
- Ensuring training for staff is up to date as well as hiring new agents for available positions as needed.

April 2016 – April 2017

TSA Headquarters – CSRA ;   Arlington VA

Tier II Support Specialist
- Desktop support for all users in TSA headquarters federal government environment, regarding hardware, software, printers, etc. including remote support and deskside.

- Hardware support includes failure of hardware, upgrading devices, malfunctioning of devices. Software support includes installation of applications needed, troubleshooting issues within applications, reinstalling applications including OS install.
- Remote support using Xceedium remote software for desktop connections through servers on network. Also using Skype to view user's desktop remotely for simple fixes.
- Remedy used for keeping track of tickets and update information.

November 2012 – April 2016
Charles Regional Medical Center (Formerly Civista Medical Center) – Phoenix Health Systems/UMMS ;
La Plata, MD
Technical Support Specialist
- Desktop support for all users in hospital regarding hardware, software, printers, etc. including remote support, on-site support and emergency after business hours support if needed.
- Hardware support includes failure of hardware, upgrading devices, malfunctioning of devices. Software support includes installation of applications needed, troubleshooting issues within applications, reinstalling applications including OS install. Creating base images needed for reimaging specific device models.
- Support of medical applications such as Meditech, Synapse, and configuring computers and printers within these applications.
- Active directory management for users and computers on network as well as group policy.

June 2012 – November 2012
Hilton Worldwide Headquarters ; McLean, VA
Sr. Deskside Support
- Desktop support for all users in the corporate office of the Hilton Worldwide Headquarters. Separate support duties include exclusive support strictly to the top 10 executives of the company.
- Support for users include desktop break/fix, troubleshooting of hardware/software issues, reimaging and deployment of desktops, laptops and printers, as well as retrieval of devices from users.
- Tracking of IT inventory including computers, laptops, broadband cards, keyboards and mice, etc.; inventory of computers are tracked and updated daily as needed.

February 2012 – June 2012
OutsourceIT – La Plata, MD
Network Engineer
- Managed Service provider technician with remote and on-site support for all clients in the D.C. Metro/Baltimore area. Direct communication with end-user via phone and email through ticket system.
- Network and desktop support clients; basic desktop troubleshooting, Windows server environment maintenance, configuration, troubleshooting; exchange and AD account creation/modification/deletion, firewall configuration, management for app servers and file servers including file sharing configurations, application troubleshooting, etc.
- Computer and server management with Kaseya, Security monitoring of computer and server alerts, virus scanning and removal, DNS and spam filter configurations, and various complex networking issues as needed.

August 2011 – February 2012
Partners International – Washington D.C.
Helpdesk Engineer
- Managed Service provider technician with remote support for all clients from the Washington D.C. headquarters office. Direct communication with end-user via phone and email through ticket system.

- Network support for non-profit organization clients; desktop deployment, basic workstation and Windows server maintenance troubleshooting, exchange and account creation/modification/deletion.
- Security monitoring and virus removal, DNS and spam filter configurations, and other complex networking issues.

June 2009 – August 2011
Charles Regional Medical Center (Formerly Civista Medical Center) – Phoenix Health Systems/UMMS ;
La Plata, MD
Technical Support Specialist
- Desktop support for all users in hospital regarding hardware, software, printers, etc. including remote support, on-site support and emergency after business hours support if needed.
- Hardware support includes failure of hardware, upgrading devices, malfunctioning of devices. Software support includes installation of applications needed, troubleshooting issues within applications, reinstalling applications including OS install. Creating base images needed for reimaging specific device models.
- Involved with medical applications used by medical staff such as Meditech, Synapse, and configuring computers and printers within these applications.

October 2008 – July 2009
Geek Choice
Computer Field Technician
- In-home and business computer technical support. Provide computer setup for new computers and other devices such as printers, scanners, wired and wireless routers.
- Repair and upgrade computers by replacing/adding hard drives, RAM memory, reinstalling drivers, troubleshooting devices and connections between computers, printers and routers.
- Install software applications including Windows XP, Vista OS, and various third party applications.
- Network setup of multiple computers, virus removal, computer formatting, and performance tuning of slow running computers.

April 2009
International Monetary Fund (IMF) – Technisource/Spherion; Washington D.C.
PC Technician – Annual Spring Meetings
- Computer system installations for the annual meetings of the IMF, including installs at the World Bank Buildings. Including opening and assembling monitors, printers, keyboards and mice. Basic configuration of systems and printers.
- Taking inventory for all computers, monitors and devices for spring meetings. Gathering all needed systems and components for installs.
- Computer setup and retrieval of systems within the IMF. Gathering unused systems and sending to storage room.

June 2008 – December 2008
Permanent Solutions Industries (PSI Webware); Alexandria, Virginia
Technical Support Specialist /Computer Technician
- Computer support for users within company as well for clients on-site in a Windows environment; Provided assistance from the in-office helpdesk providing technical support by phone, remote LogMeIn software, and in person to the facilities staff.

- Responsible for maintenance with both laptop and desktop computers, mostly Dell computers, repair and installation hardware such as HP and Canon office printers, monitors, scanners, etc.
- Responsible for loading new software and systems on existing equipment such as Microsoft Office, Microsoft Outlook 2003 and 2007, Mcafee and Symantec Antivirus.
- Tested systems to ensure elimination of bugs and viruses including reporting bugs on company software JAMS, created and edited implementation spreadsheets for client sites, and responsible for repair, and replacement of company cell phones;

EDUCATION

January 2004 – April 2008
Graduated – April 2008
Philippine Women's University; Philippines
Bachelor of Science in Information and Computer Science

REFERRENCES

Leslie Queen – 240-210-5213 – University of Maryland Medical System CRMC

Jody Woodley - 202-893-5475 – University of Maryland Medical System CRMC

Sia Nateghian - 703-608-1435 – CACI/GDIT