**JACQUELINE A. RATCLIFF**

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**Summary:**   Experience performing isolation and resolutions demonstrated towards customer service skills and expertise in analysis, troubleshooting, testing and support of network and local desktop/laptop infrastructures to technical requirement interpretations and technical guidance. Strong technical support skills in desktop configuration, helpdesk support, device management, including work around for issues until it has resolved have done patching on servers. Proficiency in providing exceptional customer service that exceeds expectations. Advanced Hardware and Software troubleshooting (consisting of all parts replacement in desktop and laptop). Work independently and with the group on issues while working, remotely in fast past in environment.

**Accomplishments:** Worked and supposed our country for Eight years in the US Navy as a computer specialist; I am a Military Veteran. Worked over 30 years in the computer field; started off doing keypunching, to mainframe, to the PC desktop/Laptop environment.

**Oakland – Washington Suburban Sanitary Commission**

**IT Field Support Technician  08/23-Present**

* Working at the WSSC Depot as the first point of contact for users at all Depots and users at the headquarters offices as IT support.
* Provide support for WSSC depot giving great customer service, assisting with troubleshooting and support on; shared computer, Dell/Lenovo Laptops, iPads, iPhone mobile devices, desktop computers in conference rooms, 0365, MaaS360-used to maintain mobile phones and iPads, OneDrive, Windows 10/11 OS, Active Directory, Rumba/MMIS software, Assist user with Field software installs that are for outer field work, Oracle software/ Identity Self Service (IDM) is used as a maintaining more of the Active Directory profile information, Avaya phone used for user contact, Remote tools that are used for remoting into workstation are Configuration Manager Console-System Center Configuration Manager(SCCM) , and Teams -used for remoting, Maintaining and updating software using Service Now ticketing software to record issues. Working at the Depot installation, configuring and maintaining software and hardware on office computers as well as Depot trucks computer and modems and all network issues for two buildings. Diagnosing and troubleshooting software and hardware issues are done for Depot users as well as supporting all sites on the phone for WSSC, which consist of about 15 to 20 calls from headquarters, all other depots and users working remotely from home.
* Assist users with repairing and replacing damaged computers, iPhones and setting them up. Computers and iPhone issues can consist of connection, creating accounts, connecting to WIFI or network and setting up.

**Wipro – LinkedIn-Onsite 05/23 – 08/23**

**System Engineer**

* Support hardware faults and customer requests.
* Managing assigned issues and working based on priority level.
* Using web-based tools for managing and locating hardware in Data Canter suites and storage rooms.
* Add/remove server components. (NVMe, SSD, HDD, DIMM, NIC, RAID cards)
* Replace server hardware components, as well as applying patches, updates, and server packages.
* Perform BIOS, Firmware and iDrag updates in Co-ordination with remote support teams.
* Troubleshoot and repair network devices experiencing issues or failures while coordinating with Network Reliability Engineering (NRE)
* Interfacing with internal customers to coordinate troubleshooting and downtime in a professional manner.
* Submitting RMA requests for replacement parts.
* Resolve tickets and tasks within SLA/SLO.
* Update all tickets on a weekly basis at minimum.
* Update all tickets with quality updates so anyone can follow exactly what work was completed and the state of the equipment at each stage of the troubleshooting and
* repair process.

**Unisys - Compugain /FreddieMac (short contract) Onsite**

**Infrastructure Engineer Associate 08/22 to 12/22**

* Working on a project converting iPhone 6s over to iPhones 12 mobile device migrations/configuration in a classroom setting or 1/1 remote migrations for remote users up to 5 users in one hour session. Providing this support to all customers onsite and remote assisting throughout the US with iPhone setup, enrollment, and activation. Writing procedures for class sessions that are remote, alone with procedures for backing up iPhone after phone upgraded.
* Training users in a classroom setting, hosting up to 24 users a day for three days a week Training users remote two days a week hosting five to six users per sessions on Teams, which total around thirty users per day.
* Assist with imaging laptop when needed as a backup tech.
* Worked as a pilot user for Window 11.
* Using collaborating tool daily such as, is ServiceNow as the ticketing system, teams for meetings, training, and troubleshooting. Workspace one as software tool for troubleshooting and setting up mobile devices, Microsoft package, Cisco AnyConnect for VPN, RSA, hotspots, used SCCM as a tool for remoting into user’s workstations.

**Leidos - Allyon/House of Representative**

**Tech Support Specialist/Remote Services 07/20 to 08/22**

* Provide support for House of Representative throughout the United States with customer service, assisting with troubleshooting and support; iPads, mobile devices, Macs, laptops, desktop computers configuration and management; using tools Active Directory/NetIQ, Teams, Office Outlook /O365, on OS7/OS10 environments.
* Provide desktop support to customers, assist customers unlocking and resetting of all devices and applications and setting RSA hard and soft tokens. Working with SECURID console assigning, syncing, deleting, and giving out emergency tokens to customers. Setting up iPhone out the box using Apple Business Manager (ABM)and AirWatch console to assign device and sending out tokens to setup phones. Working with customers that are working from home, setting up VPN, local printer, and network printer within the offices.
* Troubleshoot hardware and software issues. The service desk tickets are normally 15-20 tickets a day, on sharing screens and making calls, using Bomgar, Skype, and Quick Assist as a tool for remoting in assisting customers, using Remedy as the ticketing system.
* Knowledge and understanding of the services and house rules with CAO. CAO has provided a great relationship with customers with solutions to customer problems.

Familiar with the Organizational performance and complex environment. Capable and familiar with how fast-paced the fast-paced, and changes of the house environment.

**Department of U.S. Small Business Administration (SBA) as a Government Employee GS / IT Specialist/Customer Support 10/18 to 11/19**

* Provide support for all departments within SBA with customer service, supporting desktop/laptop configuration, installation, imaging, troubleshooting and support; iPad, mobile devices, mac mini configuration and management; user account creation and management using Active Directory and Office Outlook/O365 on OS7/OS10, O365 environments; Exchange Mail Services which support editing and adding customers and assisting customer with using one drive. Deploying laptops to customers throughout the states and other duties as assigned. Assist customers with connecting to VPN and remote access using Bomgar and Skype. Working with customers, setting up phones, in a classroom environment and well and calling remote users and working with users on the phone setting up iPhones on phone. Using Workspace UEM to assist with application, device, passwords that are on phones.
* Document written to support calls that are done for remote users for setting up the iPhones.
* Duties consist of working in Remedy ticketing system assigning tickets and working tickets in queue. Working around 20 tickets daily depending on work schedule.
* Imaging and configuring all equipment, such as projector for conference rooms using Easy MP network projection Version 2.87 software. console to assign devices and send out tokens to setup phones. Working with customers that are working from home, setting up VPN, local printer, and network printer within the offices.
* Worked as access management doing the maintenance of device such as repairs and replacement. Assisting with tickets that consist of swapping out equipment as renewals, adding and device names and location using Active Directory, assisting customer with new equipment hardware and software challenges. Responsible for ordering and the count

on the equipment that we received and that was onboard in the imaging/storage room.

Imagine what was done on the equipment that came in or swapped out. Created images for offices/departments to fit that office needs.

* Create accounts for production and non-production accounts which consist of communicating with management and customers on the system updates. Using Teams as part of department communication, using Bomgar, Skype, and Quick Assist as a tool for remoting in assisting customers, using Remedy as the ticketing system and converting over to ServiceNow as new ticketing system.

**Education :**

High School -Diploma

Maryland University /Southern Maryland Community College

Assorted amount of Computer class

A+ Class