**Troy T. Thompson, Sr.**

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**Washington, DC 20002**

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**Career Objective**

Pursuing a responsible and challenging career within Network Security, Network Management, Wireless Network, which would effectively utilize my skills in computers, communication and leadership with an opportunity for advancement while contributing to an organization.

*Exchange Management Role 10 yrs. (larger projects included Naval Medical center Enterprise environment of 5,000 users, and National Guard for 6,000)*

*Large Enterprise IT Environment 19 yrs.*

*Managing IT Equipment Receiving 19 yrs*

*Managing IT Storage Room 19 yrs.*

*Managing AV / Telecom Units 10 yrs.*

*Vendor On-site Activity Scheduling 19 yrs.*

*IT Equipment Initial Deployments 15 yrs*

*Level 1/Level 2 Desktop Support 10 yrs.*

*Level 1/Level 2 Server Support 10 yrs.*

*Level 1/Level 2 Network Support 10 yrs*

*Level 1/Level 2 AV / Telecom Support 10 yrs.*

*Level 1/Level 2 AD Support 10 yrs.*

*3rd Party Vendors Liaison 10 yrs.*

**Skills Summary**

Network: IBM AIX Operating System, Citrix Server, Exchange 2003 Server, Banyan 5.54, ZENworks 6.5, Novell NetWare 6.0 & 6.5, DHCP, DNS, Meta IP, Infoblox, SAN Technology, Windows Platforms, Mainframes IBM, VAX, IIS Server, Cisco Routers, Cisco Switches, Cisco ASA, Cisco Firewalls, TCP/IP, SMTP, 2000/2002/2003/2008 MS Server, Cisco VLAN 802.11/802.3 Networks, Cisco VPN Server, Blackberry Server, Big IP, F5, IDS Intrusion, SQL Server, Active Directory, Linux Server

Hardware: HP Rack Servers, HP Laser Jet Printers, IBM PC’s and compatibles, Hayes Modems and compatibles, Dell PC’s and compatibles, Routers, Hubs, Switches

Software: MS Operation Manager, SCCM, Novell Desktop Manager, SMS, RSA, Wise Studio 7, 2003 XP, MS Terminal Server, SQL 2005, Lotus Notes 6.5, Apache, WEB IIS, Netscape 5.0, Spectrum, Linux v.3/4; Firefox, Mozilla, Checkpoint, HP OpenView, OpManager, Solar Winds, Blue Coat, Nessus, Frame Relay, Heat 6.4, Visual Basic 4.0, MS Explorer, MS Outlook, OWA, MS Exchange 5.5/2003/2007/2010/2016, Remedy, Cisco Pix, IPSec, SSL VPN, Net IQ DRA 9.1 & 9.2, UNIX, RedHat 8/9/10, Citrix 6.0, Database Development, Symantec Ghosting Software, Symantec Backup Exec, Symantec NetBackup, Corel 9.0+10 Office Suite, Procomm Plus, WinZip 4.0, Dial Out/IP 1.2.3, Inoculate It for Win NT, Informs 4.2, LexisNexis Office 97, Quick View Plus 5.1.1 Enterprise Administrator, VMware ESXi, vSphere, Mime Cast, Big Fix, Service Now

**Education**

20 + years supporting various DoD, DoJ, Federal and Private Enterprise Environments

**Experience**

**Dec 2021 – Aug 2022**

**Health Resource Services Administration HRSA (Pretek Contrator)**

**Sr Systems Engineer/ IAM Analyst**

**Responsibilities:**

* Responsible for the installation, configuration and management of the HRSA physical and virtual servers using VMWare ESXi platform
* Management and configuration of settings within HRSA large enterprise Active Directoty, Azure and AWS environments
* Collabrated with HSRA Stakeholders, Networing Team, IAM Team and Storage Team to trouble shoot and resolve issues that may have affectected the infrastructure
* Collabatrated with IAM leads and business IT managers to understand business requirements, enterprise IT standards and other considerations that influence how PAM and Certification solutions and services should perform and operate
* Collabatrated with application developers and IT operations to document testing and roll out and implementation plans
* Responsible for Spearheaded the HRSA Re-IP and Asset Lifecycle Management Project
* Repsonsible for conducting Enterprise wide servey using Solarwinds, Big Fix and Service Now to capture and track both Hardware and Software within HRSA Enterprise
* Conducted daily meetings work sessions with HRSA stakeholder and various engineering teams to implement, update and resolve HRSA Lifecycle best practice compliance.
* Respondsible for designing the Re-IP and Asset Management Lifecycle processes.
* Fascilitated SCOM meetings to track the overall progress of the project.

**May 19 – Nov 22**

**US House of Representative (GDIT Contractor)**

**Sr Systems Engineer**

**Responsibilities:**

* Responsible for supporting the cyber security initiatives for the messaging, mobility, Active Directory and NetIQ DRA services
* Responsible or addressing all new cyber security measures, specifically those dealing with strengthening the security around the use of privileged account management using two-factor authentication and the security hardening of mobility, messaging and authentication infrastructures
* Responsible for support engineering personnel with background in the use of public key infrastructure, two-factor authentication, third-party proxy administration software, privileged access management and monitoring, and change auditing and alerting that current personnel lack experience in deploying
* Responsible for implementing NetIQ Aegis IT automation workflows and NetIQ Change Guardian for Active Directory to provide real-time alerting of system administration actions
* Responsible for the development, maintenance and enforcement of operational and functional policies/procedures that govern the authentication and mobility infrastructures and enterprise load balancing of the server infrastructure
* Managing VMware ESXi servers and cloning Projects included the installation and migrations of the IP management system ( MetaIP )  to Infoblox
* Management and configuration of settings within HRSA large enterprise Active Directoty, Azure and AWS environments
* Responsible for the migration of infrastructure to AWS cloud
* Responsible for the third-party proxy administration and change auditing tools (i.e. NetIQ Directory & Resource Administrator (DRA); NetIQ Exchange Administrator; NetIQ Aegis IT Automation; NetIQ Advanced Authentication Framework; and NetIQ Change Guardian for Active Directory (including group policy)
* Oversee EMC Data Domain backups and replication
* Windows authentication, DNS, DHCP, DFS with Infoblox & Network load balancers and Secure Global Directory or Secure LDAP
* Responsible for Active Directory and the configuration of the suite of NetIQ system administration tools (Directory Resource Administrator/Exchange Administrator/Aegis) and change auditing tools (NetIQ Change Guardian for Active Directory) currently in use by  system administration staff

**Sep18 – April 19**

**Wiley Rein LLC**

**Systems Engineer**

**Responsibilies:**

* Monitor, maintain, support, and optimize Microsoft Azure Infrastructure, Office 365 and Mime Cast.
* Apply proven communication, analytical, and problem-solving skills to help identify, communicate, and resolve issues to maximize the benefit of IT systems investments
* Monitor, maintain, support and optimize Active Directory and Group Policies within a Windows Server 2012, 2012R2 and 2016 environment.
* Assist with management and maintaining VMware Esxi vSphere 6 environment supporting Windows 2012, 2012R2, 2016 and various Linux based operating systems.
* Extensive experience managing, maintaining and supporting a large-scale Exchange 2016 hybrid O365 Environment.
* Configure, maintain, and support mobile device connectivity using Mobile Iron and Microsoft Intune.
* Proactively manage, administer and maintain Telephony and Unified Communication systems
* Manage and maintain network infrastructure including LAN, WAN, WWAN, and Internet connections
* Assure reliable and consistent operation of DNS and DHCP with Infoblox.
* Design, configure, maintain and support customer remote access including VPN and Citrix solutions
* Hands on experience with Data Domain solution to eliminate backup failures
* Management and configuration of settings within HRSA large enterprise Active Directoty, Azure and AWS environments
* Configure, maintain, and manage SAN environment for multiple sites and replication.
* Assist and monitor our network security solutions to protect against external, internal, and/or programmatic attacks
* Manage and maintain successful backup and continuity solutions in primary and secondary locations
* Utilize network monitoring software to ensure timely alerts and response to network issues
* Integrate servers, including database, e-mail, print, and backup servers and their associated software into enterprise systems
* Serve as an escalation point for network systems operational issues
* Create and maintain documentation as it relates to system configuration, mapping, processes, and service records
* Investigate developing network technologies and provide recommendations regarding the future application of such technologies and related productivity gains
* Participate in on-call rotation and respond to after-hours issues in a timely manner based upon severity and/or business impact

**Sep17 – Aug 18**

**Nestle USA**

**Systems Engineer / IT Asset Manager**

**Responsibilities:**

* Responsible for the procument and Asset Lifecycle of the Nestle USA Enterprise infrastructure
* Implemented effective management of Nestsle USA CMDB ensuring the accurancy of all its contents
* Planned, record and monitor of all Nestle USA hardware assets and software license are in compliance vendor contracts
* Collaborate with other teams to ensure the efficiency of Nestle USA assets
* Coordinate with Vendors for IT Asset deliveries
* Responsible for the migration of infrastructure to AWS cloud.
* Over seeing the imaging of all Nestle USA Laptops and tracking their location
* Configuring computers, servers and mobile devices on both Android and Apple platforms
* Installing and assisting Skype for Business EV
* Manage and facilitated all of all Nestle USA IT asset deliveries – signing the paperwork from the shipper
* Management and configuration of settings within HRSA large enterprise Active Directoty, Azure and AWS environments
* Arrange for Loading Dock access from facilities and property management as necessary for IT equipment deliveries
* Managing of all Nestle USA Arlington Recovery Assets and coordinating the return to the Glendale office
* Completing a Goods Received for all received Asset
* Provide on-site engagement with vendors that are scheduled for site visits, site surveys, installations, etc. –pre-arranged by tower
* Participate in project meetings as available to ensure awareness
* Managing of the Cisco AV Telepresence units

**Jul 13 – Aug 17**

**Amerihealth Caritas, Washington, DC**

**Network Administrator / Systems Engineer / End-User Support**

**Responsibilities:**

* Primary Manager for receiving of IT hardware for desktop, mobile devices, as well as provisioning and deployment. Receiving hardware requests via ticketing system - managed the IT Equipment Warehouse. Vendor point of contact for telecommunications and IT.
* Drive the resolution of tier 1/2/3 customer issues by working to define and diagnose issues by applying technical expertise, product knowledge, communication and problem solving skills
* Managed an IT move from one building to another locally of 500+ users.
* Responsible for the migration of the Amerihealth Caritas organization from Windows 7 to Windows 10
* Responsible for the migration of infrastructure to AWS cloud.
* Responsible for supporting computer hardware, networking, and software needs of the entire Amerihealth Caritas organization with the use of Active Director and SCCM 2012.
* Management of Data Domain storage backup systems
* Using Active Directory and SCCM 2012 to effectively image, install/configure, operations and maintenance of systems hardware and software and related infrastructure
* Provisioning of Blackberry phones on both the BEZ Server and Blackberry 10 Server.
* Support the company’s core network infrastructure including Local Area Network, Wide Area Network, wireless environment, remote access systems, firewall, and authentication platforms
* Network security through developing network access, performing monitoring, control, and evaluation
* Responsible for the supporting and managing of the Citrix and VM Ware environment
* Responsible for creating and managing User MS Exchange email accounts and distribution lists as requested
* Implements approved DHCP Static IP requests on Infoblox appliances running DHCP and DNS services for networks supporting several thousand users
* Managing VMware ESXi servers and cloning Projects included the installation and migrations of the IP management system ( MetaIP )  to Infoblox
* Manage VoIP infrastructure at primary location, as well as at remote offices
* Respond to ITSM service requests in a timely manner with a focus on customer service within the SLA guaranteed time
* Performs system and network backup according to our DR plan’s schedule
* Proactively reach out to customers and stakeholders for feedback and issues
* Provide superior customer service and demonstrate outstanding communication skills
* Prepares users by designing and conducting training programs; providing references and support
* Accomplishes organization goals by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments
* Ability to multi-task and work well under pressure in a fast-paced on-time deliverable environment
* Maintaining network documentation
* Investigate and resolve network and hardware matters of significance

**Jul 12 – Jun 13**

**GuardNet XXI, (National Guard), Willow Oaks, VA**

**Lead Systems Engineer & Administrator**

Insight Global /IT Infrastructure Enterprise Operations/Security Services SRA International

* Deployment of desktop, server and printer hardware, including imaging - 2000 users in one central location and multiple satellite location of 300-500 each, totaling over 6000 users. Coordinated receiving, storage, packaging/provisioning, imaging, shipping and deployment for each location.
* Installing, configuring, tuning, maintaining and monitoring Windows W7K/Active Directory server applications.
* Applied and Administered Army Master Gold image in a Windows 7 environment using SCCM Configuration Server
* Created, Administered and packaged Software Advertisements for all GuardNet Department using SCCM
* Applied and Administered Software and Security updates to the GuardNet Infrastructure using SCCM
* environments systems administrator with server administration
* Oversees multiple employees operating within a defined support operations area.
* Works with clients to develop, implement and review customer relations service improvement programs to enhance delivery of service.
* Implements core business processes and assists in process improvement initiatives in order to enhance customer service. Recommends changes to policies and establishes procedures that affect immediate policies and procedures.
* Maintains communications with customer staffs and management to ensure that service is delivered on time and within budget. Interacts with subordinate supervisors, customers and/or functional peer group managers, normally involving matters between functional areas, other company divisions or units, or customers and the company.
* Leverages business, technical, and interpersonal skills to manage center operations, customers, and operations personnel.
* Coordinates and communicates with other area managers to leverage resources and discuss solutions to matters of significance.

**Jan 10 – Jun 12**

**National Naval Medical Center, Bethesda, MD**

**System Engineer / Configuration Control Manager / Level 1 & 2 Support**

Responsibilities:

* Primary Responsibility as Project Manager for 5,500 users refresh - Coordinated by Department, full hardware migration for clients and servers, including secure disposal of old equipment. Vendor point of contact for receiving all equipment, managed IT Asset warehouse, oversaw deployment.
* Managing VMware ESXi servers and cloning Projects included the installation and migrations of the IP management system ( MetaIP )  to Infoblox
* Cloning of all the Dell utility servers and Dell application servers and workstations using V-Mware ESX-I with V-motion
* Monitoring all Luns using vShere
* Responsible for migrating P2P/P2V servers using PlateSpin
* One of five systems engineers responsible for National Naval Medical Center data center Dell servers (300+), including but not limited to: daily server administration, applying security updates, troubleshooting software/hardware issues, implementing new technologies, monitoring systems, and ensuring data availability and performance is maximized.
* Responsible for managing and maintaining the National Naval Medical Center SAN EMC Storage
* Responsible for migrating all National Naval Medical Center data center Dell servers to HP servers
* Lead Engineer for management of National Naval Medical Center network shares and print servers.
* Microsoft Active Directory system design and management experience containing over 5,500 workstations and 5,500 user accounts.
* Implements approved DHCP Static IP requests on Infoblox appliances running DHCP and DNS services for networks supporting several thousand users.
* Supports and implement all approved inbound IP address blocks, in accordance with recommendations by the Cyber Operations team and Federal agencies
* Essential team member on various enterprise-wide projects such as, domain migration, cryptographic logon implementation, and 5,000+ workstation re-IP efforts.
* Expertise with various Windows operating systems, such as Server 2008 Standard and Enterprise, Server 2003 R2, Server 2000/NT, XP Professional, 2000 Professional, and NT.
* TCP/IP networking experience, as well as management of DHCP servers.
* Primary point of contact to distribute information on behalf of leadership, by sending command-wide e-mail messages to over 5,500 users.
* Daily support for Tier 1 and Tier 2 with high level issues.
* Diagnosing and Resolving issues in response to customer incidents.
* Researching and evaluating trends and patterns in customer support requirements
* Installation, configuration, troubleshooting, and maintenance of customer hardware and software.
* Develop and manage customer service performance requirements.
* Create Standard Operating Procedures
* Train and ensure assurance policies, principles, and practices in the delivery of customer support services meet quality control inside and outside IT Dept.
* Data Recovery / Hardware and Software side
* NNMC Command Image Construction, maintenance, and lifecycle management. (2500+ pc’s) (10+ Images)
* E-copy Image configuration, management, and deployment. (Cannon E-Copy Machines, HP attached computers)
* New Domain Image modifications including scripting construction and push consultation.
* Command IT Liaison, Technician, and POC for the executive portion of the base. CO/XO/Admiral on down.

**Oct 05 – Oct 09**

**Defense Language Institute – DC, Washington, DC**

**Network Engineer**

Roles:

DLI-W Information Assurance Security Officer (IASO)

DLI-W Information Assurance Manager (IAM)

DLI-W Information Management Officer (IMO)

DLI-W Network/Systems Administrator

Technical Adviser to the Director and Deputy Director of DLI-W

Responsibilities:

* Created, managed, and monitored the DLI-W OU users and groups in Active Directory Services while implementing and monitoring group policies within DHCP, DNS, WINS, Windows 2003/2007 Servers, Exchange 2003, SQL 2005 Servers, and IIS Web Server.
* Instructed and setup DLI-W user on how to use OWA inside and outside of DLI-W Network.
* Installed, configured and managed Citrix Presentation Server 4.5 and VMware ESXi Servers within the DLI-W Cisco VLAN and VPN Network.
* Trouble shoot all issues that was related Citrix Remote Access, Cisco ASA and Blackberry Server and Devices
* Migrated users from using NT keyboard login to CAC Card and RSA PKI authentication and provisioning the secure ID in active directory.
* Responsible for the installation, configuration and implementation of the DLI-W Network infrastructure and Network connectivity to and from the Fort Belvoir NSG DOIM, this included the use of network appliance such as Cisco 3550 series Routers, Cisco 4506 series Switches, Cisco VLAN, Cisco Pix firewall, LAN, file and print servers, and workstations.
* Maintained and configured the Cisco ASA remote access devices which included IPSec and SSL VPN solution.
* Used Wise Studio Packaging while installing virtual application on the Virtual Servers.
* Performed Network monitoring and hardware, software, and platform installation and maintenance.
* Investigate and resolve suspicious activity noted in the audit trails and logs.
* Provided Network and Software updates, NETCOM patches, and upgrades as required, and conducted routine Vulnerability assessments to the entire DLI-W Network infrastructure.
* Perform the technical aspects of the ST&E (security test and evaluation) aspect of the certification and accreditation (C&A) part of FISMA

**Mar 05 – Sep 05**

**Wivid Systems, Washington, DC**

**Network Administrator**

Responsibilities:

* Installed, maintained and configured WiVID wireless Pocket PC’s and Access Points on a Windows 2003 Enterprise Network at various venues of the Smithsonian Museums.
* Maintained kiosk wireless operability by performing scheduled routine wireless survey.
* Installed and maintained various models of Dell PowerEdge and HP ProLiant Blade Enterprise servers.
* Installed, configured and managed a secure 802.11b/g and 802.3b/g Enterprise wireless network using WPA Radius authentication and VLAN port access.
* Installed, configured and managed Windows NT/2000/2003 Enterprise Servers, Exchange 2000/2003 Enterprise Servers, Blackberry Enterprise Servers and IIS WebServer while using Apache.
* Installed, configured, and managed DNS, WINS, and DHCP services within an Active Directory environment.
* Regularly audited entire security and network architecture.
* Hands on experience with Cisco wireless equipment including numerous 2900 Series Catalyst switches, wireless Access Points, 500 Series PIX Firewalls, 3600 and 7200 Series routers also utilizing TCP/IP, HTTP, POP3, SMTP, IMAP and LDAP protocols within an Exchange environment.
* Assisted in the installing, configuring and managing of an Exchange 2003 Enterprise Cluster.
* Assisted in regular backups of data involving Veritas Backup Exec 9 and 10, including disaster recovery preparation.

**Mar 04 – Mar 05**

**CHM, Virginia Beach, VA**

**Systems Administrator**

Responsibilities:

* Performed maintenance and configuration of SQL Servers, Windows Servers and the Citrix Presentation Servers that makes up the modernized Army Criminal Investigation Division (CID) system and provided the System Administration support needed to permit its continued operation.
* Provided technical support to users as well as administration, maintenance and modification of the Cisco VLAN and servers including the Citrix server based applications and Blackberry server and clients.
* Performed System Administration of the servers, server logs and storage configurations.
* Provided Database Administration of the production and test SQL Server Databases.
* In addition, these responsibilities included support of NDW for the development and maintenance of software system developed for the Regional Business Office.

**Jun 02 – Mar 04**

**Northrop Grumman, Herndon, VA**

**Network Administrator**

Responsibilities:

* Responsible for resolving Level 2 and Level 3 support calls logged into Remedy.
* Monitored WAN connectivity for our remote offices by accessing our local and remote Cisco routers and performing trace routes and extended pings while using HP OpenView and ZEN.
* Work with system administrators to test and implement solutions to security issues/problems and restoration of compromised systems.
* Assisted in UST conversion from Frame Relay to ATM by verifying new routes within Cisco routers.
* Traveled to remote sites offices and set up LAN for connectivity to UST WAN.
* Responsible for setting up Linux Print servers and Windows network printers and also adding printers to NT Linux Print Servers.
* Configured Dial-Up networking sessions on laptops to allow remote access to our network.
* Admin duties included adding user accounts to both Windows and Linux Servers, adding/modifying email properties within Exchange 5.5 after migrating from Lotus Notes 6.5, updating of AntiVirus definition files on all networked PC's through our FTP Server, and installing and configuring the Cisco VLAN, Citrix Remote Server Base Application, Citrix Presentation 4.5 and Blackberry Server and users.
* Trained new staff members within our Help Desk to understand network scheme along with software environment.
* Experienced with writing login scripts and shell scripts for both Windows and Linux Domains.
* Migrated the network from a Windows NT 4.0 platform to Windows 2000/2002/2003, Exchange 5.5 to Exchange 2003, Metaframe XP to Citrix Presentation Server 4.5, Novell Netware 6.5 platform to Linux v.3 platform and used Firefox Mozilla and Xen Desktop application to load and update files on a Federal Desktop Core Configuration.

**Oct 01 – Feb 02**

**Triad Management Systems, Inc., Rockville, MD**

**Network Analyst**

Responsibilities:

* Oversaw and supported 450 Nodes of the Office of the Assistant Secretary of Defense (OASD) at the Pentagon.
* Administered server and network maintenance to the 20 Servers on the (OASD) Network.
* Administered sound and secure policies and procedures for the Network Server and Exchange Server maintenance while providing Performance and Security Management throughout the network.
* Performed Server upgrades, configuration and installed various applications to the network as needed for better performance.
* Performed NT to Windows 2000 Migration on over 100 nodes.
* Performed routine maintenance checks of the Hubs and the Switches throughout the (OASD) Network.
* Assisted Technical Support team, as needed, on hardware and software issues.
* Prepared status and project reports for Management.

**Jul 99 – Sep 01**

**UUNet (a WorldCom Company) Ashburn, VA**

**Network Engineer**

Responsibilities:

* Responsible for the UNIX, Linux and Citrix Network Servers and the Exchange Server performance, maintenance and configuration of components and associated services for UUNET’s entire Network Operating Center (NOC).
* Designed and administered sound and secure policies and procedures for the NOC’s UNIX, Linux Network Server, Citrix Presentation 3.0/4.0 and Application Servers and Exchange Server maintenance.
* Setup and maintained the NOC basic network operation, including assembly of network hardware and configuration of network software.
* Performed Network Management, Fault Management and Configuration Management for UUNET’s entire NOC and TechOPs Network.
* Monitored the revisions and releases of network hardware and software components.
* Performed upgrades as required.
* Installed, upgraded, and configured Linux operating System, workstation and Linux CUPS Print Server, directory structures, user rights and privileges, security, and file services using Tivoli and NetIQ AppManager.
* Responded to the needs and questions of users concerning their access of network resources.
* Installed and tested Linux operating on various networks.
* Assisted Tech Support team as needed on hardware and software issues.
* Prepared regular status reports and project reports for Management.

**Dec 96 – Jul 99**

**Geneva Software, Reston, VA**

**Sr. Database Analyst**

Responsibilities:

* Responsible for all Windows GUI based software application, which was used throughout the State Department.
* Analyzed and reconstructed the client’s database files and developed Database applications upon the client’s request.
* Conducted Software Testing, Desktop and Network installations, configurations and implementations which included clients using an IBM AIX Operating Systems, Windows NT 4.0 and Novell 4.1 Network Platforms.
* Conducted Software Training classes with 12 students per class.
* Performed phone troubleshooting support on and off site for the Time and Attendance application (Tatel) as well as another GUI based Budget reporting software application (ICASS).
* Both applications were written in Visual Basic 4.0 which uses a relational database MS Access 2.0 to store and retrieve data. Applications were designed to run on Windows for Workgroups 3.11, Windows 95, Windows 98, Windows NT and Novell NetWare 6.0.

**Jun 96 – Dec 96**

**Technical Support Representative, Anstec, Inc., Fairfax, VA**

**Technical Support**

Responsibilities:

* Responsible for resolving Server, Network, Mainframe, and software maintenance problems in a HEAT help desk support hot line environment, averaging 200+ calls per day.
* Provided advanced application support for over 3500 FDIC clients using an IBM AIX Operating System along with SQL, Lotus Notes Microsoft Office, Netscape, Windows 3.1 & Windows NT, Novell