Elisa Moscianese

Software Engineer

Alexandria, VA - Email me on Indeed: indeed.com/r/Elisa-Moscianese/b57555fcf6cee3f4

To obtain a position as a Help Desk Specialist which I can utilize my computer knowledge I have received from on the job training and education.

WORK EXPERIENCE

Software Engineer

Solutions Through Innovative Technologies (STI)   -   Lorton, VA - March 2014 to March 2017

- Stand up help desk from beginning
- Assist in writing an SOP and call scripts for Support Desk.
- Provide support in analyzing new and complex solutions supporting technologies
- Respond to requests for technical assistance in person, telephonically, or electronically
- Diagnose and resolve technical hardware and software issues
- Test equipment, software updates, and hardware repairs.
- Windows Server 2008 with active directory DHCP, DNS, WDS installations of Windows 7
- Install Bomgar on Laptops and used for remote desktop
- WinMagic Encryption
- SCCM updates and installations.
- Research questions using available information resources
- Coordinate RMA Requests to vendors.
- Create and follow standard help desk procedures
- Configure, log, and administer all help desk interactions Remedy
- Redirect problems to appropriate resource
- Identify and escalate situations requiring urgent attention
- Track and route problems and requests and document resolutions
- Prepare weekly and monthly activity reports
- Prepare training/help guide documents for field use
- Collect statistics of equipment and operational usage
- Assist with testing and evaluation
- Replicate issues with hardware or software in order to resolve
- Prioritize help desk requests in queue per help desk SOP guidelines
- Assist procurement team in writing procurements.

Intermediate Help Desk

SAIC - February 2008 to March 2014

Monitor incoming emails and phone calls to the Help Desk

TEKSystems   -   Washington, DC - August 2007 to February 2008

Washington, DC
- Stand up help desk from beginning
- Provide front-line service to end users internal and external on software and hardware related problems using windows client 2000/XP/Vista and Mac OS X
- Monitor incoming emails and phone calls to the Help Desk; assign and complete work orders using Library of Congress Help Desk Software

• Supported Siebel, mapped network drives, and set up workstations
• Assist in developing and enforcing service related procedures
• Prioritizing numerous issues of varying severity, and effectively manages the resolutions of all issues within accepted service levels
• Create Tickets and document using them Merant Tracker, Remedy, and Numera FootPrints.
• Testing updates

Help Desk Coordinator

Dynamic Research Corporation   -   Columbia, MD   -   June 2006 to May 2007

21045
• Provide front-line technical service to end- users on USPS web site
• Answer phone calls and emails
• Document tickets and ran reports in Remedy
• SME(Subject Matter Expert) in Priority Mail
Work with Production teams to assist customers with issues that may go beyond our help center's capabilities

Technical Support Representative

Hunt Valley, MD   -   March 2005 to March 2005

21031
• Provided front-line service to end users internal and external on software and hardware related problems using windows 2000/XP/Vista and Mac OS X
• Assisted Callers with Apple Care related questions
• Documented tickets in People Soft, Right Now, and Vantive
• Sold products over the phone
• Responsible for meeting monthly performance reports

Hardware Technician

Notre Dame of Maryland University   -   Baltimore, MD   -   January 2005 to March 2005

21210
• Setting up workstations
• Install, Configure, upgrade, and maintain desktops, scanners, video cards, NICS, Floppy drives with windows XP/2000

EDUCATION

B.A. degree in Computer Information Systems

Notre Dame of Maryland University   -   Baltimore, MD
May 2007

Minor in Buisness

Notre Dame of Maryland University   -   Baltimore, MD
May 2007

A+ Certification

Tesst College of Technology   -   Towson, MD
January 2007

SKILLS

active directory (3 years), Encryption (3 years), Mac (7 years), Mac OS (Less than 1 year), Remedy (9 years)

ADDITIONAL INFORMATION

Technical Skills
Operating Systems: Microsoft Windows […] Microsoft Server 2008, and Mac Os
Software: Microsoft Office (Word, Excel, Outlook, PowerPoint) Active Directory, Adobe Acrobat, Internet Explorer, Mozilla Firefox, Google Chrome, WinMagic Encryption, Bomgar, Remedy, Merant Tracker, Numera FootPrints, People Soft, Right Now, and Vantive
Hardware/Systems: PC's, Laptops, Switches, Routers, Printers, and Scanners.

Other Work
The Cheesecake Factory […] - Present
Hostess and Busser, 2900 Wilson Blvd Arlington VA 22209
Part - Time in the evening hours.