Milana Campbell, A+CE

Summary
- U.S. Citizen and eligible for a security clearance.
- Targeting roles and projects that require decision-making and leadership skills as well as technical innovation.
- Seeking to expand and utilize my expertise in software, hardware, and dynamic problem-solving.

TECHNICAL SKILLS	Operating Systems/Mobile Technology	Certifications
Web	Linux	CompTIA A+ CE
HTML	Safari	Avid Video Editing
HTML5	Unix	Dell DCSE 1000
CSS	Android SDK	HP ElitePad Svc. Support
Visual Studio.NET	iPhone (all versions)	IBM
JavaScript	Windows (all versions)	Lenovo
Adobe Photoshop	Google Maps	Canon
JQuery	Remedy	Ricoh
WordPress	Mac OS X 10	Google Analytics IQ
GitHub	Technical Writing	
AWS	PXE Boot Server	

EDUCATION AND TRAINING
- Computer Institute, Rockville, MD - CompTIA A+, Network+, and Security+ Training
- Montgomery College, Rockville, MD - JavaScript
- Lockheed Martin, Rockville, MD- LM Captures CRM
- Fred Pryor Systems, Jessup, MD- Advanced Excel
- Towson University, Towson, MD- Project Management Professional Certification
- Avid Technologies, Burbank, CA- Avid Video and Audio Editing
- Howard University, Washington, DC- Bachelor of Arts Communications; Minor Theater

WORK EXPERIENCE

Data Center and Network Engineer   **Sep 2016- Present**
World Wide Tech Services- Washington, DC
- Deploy Small Business Server 2008 console installations. Linux and Windows;
- Professionally resolve hardware issues via trouble ticket; Basic knowledge in Windows, Linux, and Unix Operating Systems;
- Responsible for preparing server racks for upcoming server orders;
- Enterprise-level data networking experience and cabling installation experience on HP and Dell LAN / WAN servers.
- Knowledge of peripherals and nodes.
- Experience running and troubleshooting of the network cabling.
- Small business and residential desktop support, network administration and maintenance and PC and server troubleshooting; PXE Boot Server troubleshooting.
- Experience with shipping and receiving of Data Center equipment.
- Experience working with customers and higher level executives.
- Experience in documenting and escalating issues; Excellent organizational and problem-solving skills; Intense focus on detail and accuracy of work.

Telecommunications and Data Center Specialist   **Aug 2016**
Freddie Mac- Virginia
- Responded to trouble tickets Net voice and data platforms to identify, troubleshoot, and repair cabling, re-terminate modular jacks, replace equipment, and interact with Tier II Avaya and Cisco Telecommunications Specialist with regard to programming issues related to ISDN, Avaya, and Cisco phones.
- Provided support services in assisting the Installation and Inventory Supervisor with special projects by performing duties of identifying active circuits, inventorying equipment at workstations, and testing modular jacks of existing infrastructures for system upgrades, retrofits, and cutovers.

Data Center Technician   **2010- 2016**
Lockheed Martin- Rockville, MD
- Responsible for monitoring all production systems in a 24/7 Data Center Environment.
- Monitored, managed and troubleshoot hardware and link connection issues of HP and Dell Servers, Cisco Switches and Routers.
- Experience working with servers, cabling installation experience.
- Installation, termination, testing and labeling of all cross connects (Cat5, Cat6 and fiber) in the Data Center.
- Frequently monitored and managed ETMS trouble ticket manager.
- Used different types of tools to quickly diagnose problems, run preliminary steps to gather information, resolve or escalate the issue.
- Responded and resolved break-fix and change management tickets within agreed Service Levels.
- Performed RMA for all warranty parts.
- Created, updated and managed comprehensive process and procedural documentation for Operations Center.
- Diagnosed root cause and resolve operational issues swiftly and follow escalation procedures.

Support Analyst   **2006-2010**
Kelly Government Solutions- Bethesda, MD
- Complete printing devices support and services, (printers, fax and copiers).
- Windows 7 refresh and migration PXE X86 64 bits for Win 7 machines.
- Installing and configuring VPN network for remote user.
- Creating software packages on SCCM for deployment into workstations.
- Section 508 standard compliance with providing access to information.
- Setting up of Computer/Workstation On Wheel, its installation and deployment.
- Installation of required application on the workstation deployed: department specific applications.
- Proper documentations with regards to both old PCs and the new PCs deployed.
- Printer installations; HP printers (Network, Local) document scanner calibration, label printers.
- Resolved technical issues as it relates to installations, configurations of especially printers (HP, Ricoh), fax machines (Muratec F3200, F300, F315, Panafax 7200, KX-FL511), as documented in the tickets raised through Depot ticketing system.

Video Editor   **2003-2006**
WJZ Television- Baltimore, MD
- Performed video edits using Avid and Final Cut Pro for daily broadcast news packages.
- Responsibilities included editing and compositing on-air promotions, designing graphics and templates for
- Creative Services, and compositing fx shots for programming.
- Other duties include compositing footage for weekly shows, establishing and maintaining templates, archiving, and media management
- Prepared schedules for other editor and freelance editors.
- Video/Editing: Managed all media and technical needs of the network as it pertains to the edit room and content being delivered.
- Wrote the copy for each video and researched the content to ensure accuracy.

Productions Assistant   **1996-2003**
NBC4- Burbank, CA
- Worked closely with talents to identify their needs and challenges to achieve a successful broadcast.
- Collaborated with producers to create graphics and animations for broadcast.
- Monitored scripts during on-air broadcast to ensure grammatical errors are not present.
- Write scripts for the late news broadcast.
- Built an array of templates/documents for productions.
- Assisted producers and personnel with day-to-day management of tasks necessary for the production.
- Acted as liaison between the network to record label representative(s).
- Assisted with writing select segment/ shows.
- Assisted with writing various scripts.

PROGRAMMING SKILLS/TOOLS

Business Skills:	Business Process Analysis & Design,
Methodologies:	Agile
Languages:	R, Python, SQL, HTML/HTML5, CSS/CSS3, JavaScript and XML
Tools:	Google Analytics
Database:	MySQL, Oracle, MS SQL Server, MS Access
Operating Systems:	Windows Vista, Windows XP, 2000, NT, UNIX. and MS-DOS.
MS Office tools:	Outlook, MS Word, MS Excel, MS Visio, MS SharePoint, MS PowerPoint.