Octavia R. Hargrove

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**Secret Clearance (Active) 8\7\17**

Certification**: Security +**

**Employment:**

**Insight Global/Leidos/Pentagon**

**Desktop Support Technician**

**Pentagon, VA 12/2018- Present**

* Customer desktop support for AF (**AirForce**)
* Re-image NIPR laptops and SIPRNET Desktops that comes out of inventory brand new
* Remote into customers computer using Bomgar and the backdoor method
* Assist customers that walk in for assistance and also go to their desk to assist with computer issues
* Sign out loaner laptops for customers that needs to have their computer re-image
* Walk to customers offices to schedule for camera removal, removing cameras from HP G2 laptops for security measures
* Create remedy tickets and update my tickets in detail
* Assist user over the phone
* Writes and maintains helpdesk standard operating procedures and policies in program wiki or knowledge base system.
* Assist with KVM switch and setting up desktop NIPR and SIPRNET desktop

**Slait Consulting, Inc.\State Dept.**

**Configuration Management Support III**

**Sterling, VA 4/2018- 12/2018**

* Review test reports for new releases and patches
* Create Release Record in CLM and folders
* Manage 10 Applications
* Track, control, audit and report on IT configuration changes and related activities,
* Help manage master inventory of applications releases
* Support metrics and reporting Clear Case and Clear Quest
* Assist in developing and maintaining CM processes, policies, Standard Operating Procedures (SOPs) and other documents
* Update Software Deployment Summary Report for upcoming releases and patches in share point
* Support and train end users on approved CM policies, procedures and activities
* Performs configuration management and release engineering tasks
* Develop and implement CM processes and procedures as defined in Governance documentation
* Perform configuration management audits and produce reports for exception, status and metrics related to CM
* Manage the baseline configuration for related work artifacts as required
* Ensure that stakeholder change is managed during the release and deployment activities
* Provide governance for all Emergency, Expedited and Non-Standard Change
* Change and Release Management and support ways to increase internal and external client satisfaction
* Maintain open communication and good working relationships with teams that participate in Change and Release Management and support ways to increase internal and external client satisfaction
* develop and implement Configuration Management processes and training, such as configuration control, identification, data library/repository, configuration audits, product release and delivery including SW installations and Version Description Documentation

**Phacil, Inc.\Dept. of State**

**Applications Support Engineer\Visa & Passport/Desktop Support**

**Washington, DC 2/2016-4/2018**

* Resolves most complex Tier 2 tickets for specific Department of State applications.
* Walks the user through a series of steps to determine problem and classify level, priority and nature of the most complex problems and systems.
* Provides advanced technical advice and guidance on installation, adaptation, configuration or enhancement of hardware and software.
* Possesses a wide range of in depth skills and knowledge in computer hardware and software as well as networking systems in use at customer sites.
* Provides expertise for the resolution of technical problems troubleshoots products and modifies products to customer requirements.
* Ability to quickly analyze data and perform necessary actions to resolve issues including scripting, server restarts.
* Run scripts in TOAD/Oracle to clear out database Visa and passport errors messages
* Research and resolve highly technical and user related issues
* Ability to communicate effectively with other technical staff located around the globe
* Demonstrable skills in SQL and TOAD in an Oracle environment
* Installed routers and switches
* Configured wireless routers and access points
* Installed Windows OS and Laptops

**22nd Century Technologies\USPS OIG Agency**

**Service Desk Technician**

**Arlington, VA 3/2014-2/2016**

* Answer Hotline calls
* Submit tickets using Cherwell Service Management
* Migrate users to new Software Application
* Troubleshoot software issue
* Assist customers with creating RSA Token Pin & Password and unlock
* Push authorized software to Investigators Deployment Manager from Active Directory
* Reset and unlock accounts in Active Directory
* Ability to prioritize tasks and multi-task
* Occasional work performed off-hours to reduce down time during normal work hours
* Complete other tasks and projects, as assigned by IT management
* Sync users password in Checkpoint
* Walk user through to access VPN Client for remote work
* Assist with helping Investigators to load video to watch surveillance by giving or showing them how to access the software to view videos
* Image laptops by pushing the image from the BIOS
* Wipe Laptops that were previous used to distribute to employee that may need a replacement laptop
* Desk side support for HQ employees
* Use Real VNC Viewer for remoting into a user desktop with IP Address
* Assist customer with IPhone software issues and updates
* You are responsible for installing, configuring, and maintaining client network infrastructure, including switches, routers, and firewalls in an IT environment at a global enterprise level.
* Maintaining up-to-date technical knowledge of the computing infrastructure in use at the client site.
* You will actively conduct installations, transitions, conversions, and cut-overs of network components and capabilities.
* You shall be providing configuration, support, maintenance and troubleshooting of Windows servers, security and system patching of Microsoft Servers and workstations, configuration and troubleshooting print servers and queues, configured within an Active Directory environment.
* Building detailed technical SOP’s, spreadsheets, and providing input for project plans.
* Administrating the creation, maintenance and deletion of user accounts, groups and rights within Microsoft Active Directory.
* You will be managing Microsoft Group Policy, DNS, DHCP, WINS, VPN, IIS and FTP services.
* Contributing support to include: creation of images, deployment of infrastructure (domain controllers, servers, cloud software support, CSR setup with assistance from network team).

**Axiom Corporation Inc.,\ Department of Education Agency**

**System Administrator 3/2013- 3/2014**

**Washington, DC**

* Act as a Team Lead
* Train new users on the system/software that’s needed to start their daily duties
* Responding to technical-support questions and issues by email as well as by phone calls
* Provides training advice and as needed, direct training, training development, and the conduct of training to all managers and training and training subordinates
* Ensure that all required reports on training are prepared, reviewed, reviewed, and approved by Senior Management in a timely manner.
* Responsible for providing assistance in the administration, maintenance/technical support of the HP TRIM Trio system and its three libraries.
* Setup and maintain user accounts for three divisions with OSERS
* Supports the enhancements to the meta-data and search/reporting criteria, meta-data and
* document insertion
* Conduct user support and training
* Document all issues and solution for the purpose of developing a knowledge base
* Scan Grant Documents into HPTrim to mimic hard copy Grants
* Manage the Trim Application Server
* Add/Remove Users in Trim
* Scan resumes and Peer review documents into HP Trim
* Help users with issues in Outlook concerning trim Documents
* Configure scanning workstations
* Check audit logs on the database Server

**Kelly IT Services/Cognosante**

**System Administrator 2/2012- 3/2013**

**Falls Church, VA**

* Provides leadership, or assistance to other team members, in the planning and deployment of new software and hardware
* Provides Presentation support to agents/ brokers, as necessary
* Attends team meetings and training, as required by the Team Lead
* Configures desktop and laptop computers with applications for Healthcare staff use
* Provides clients with computer and network support in response to specific requests related to various Healthcare standard software and hardware, printing problems, computer viruses, network connection
* Provides timely desk side support, when issues cannot be solved via the phone or by email.
* Responds to client incident/problem tickets in Remedy ticket tracking system assigned by the Workgroup Coordinator and clearly documents timely updates in the work log regarding status and resolution Provides timely follow-up on staff questions and/or outstanding issues
* Assists team and units in managing and organizing hardware and software
* Assists team in conducting periodic physical inventory of computer equipment
* Creates technical and support documentation for IT team and user community, as needed
* Ensures that Healthcare information and systems are protected in a manner consistent with medical records information security policy, procedures and standards
* Communicates timely information to clients about changes in Healthcare and unit technology policies and standards

**L-3 Communications\ Langley 11/2011- 2/2012**

**Entry Level Messaging Service/ System Administrator**

**Mclean, VA**

* Assist new hire on the systems and accounts they would need to perform their daily system admin duties.
* Responsible for the development and dissemination of training materials to all contract sites

Maintains and updates the Program’s training management reporting system.

* Provide 24 x 7 Tier II and Tier III systems administration support for MHF, ACTOR and EMS messaging systems
* Ensure delivery and confirmation of all organizational messages
* Maintain backup reliability by routine review of practices, policies, and procedure
* Communicate problems and concerns to Tier III MHF and EMS programmers and engineers
* Notify management and other groups of existing problems or concerns
* Document problems and ensure proper action is taken
* Ability to think in a logical manner
* Work in a secure telecommunications network environment
* Demonstrated knowledge of organizational communications, communications methods, organizational message flow, formal writing style, and an in-depth knowledge of common terminology and acronyms
* Excellent customer relations, professional, and able to demonstrate knowledge of interpersonal communications skills
* Possess the ability and confidence to professionally represent the branch through public speaking
* Possess advanced abilities in attention to detail and observation skills
* Write trouble tickets and help desk procedures
* Lotus Notes (including Domino server and Domino Admin)

**Dell/Perot-IT \ Langley 3/2009- 11/2011**

**Close Support Tier II/AIN Admin/IceMail Admin**

**Mclean, VA**

* Train and mentor new team members on standard operating procedures
* Attend technical exchange meetings and participate in various training classes/pilots/seminars to maintain or update skills needed
* Provide logon and user training to new hires
* Adhere to strict guidelines and practices to ensure all security requirements and policies
* Provide troubleshooting and consulting on desktop and applications
* Manage the Client Support Center's customer service phone Hotline
* Assist clients in the setup of video teleconferences, secure and non-secure phones, blackberries, and secure cell phones
* Provide customer support via phone to users of computer networks and applications
* Assist walkup clients with their service call requests
* Perform administration and Lotus Notes administration tasks trouble shoot minor technical problems
* Create and Reroute SRS/Change request tickets and put them in the work group queue for processing
* Troubleshoot hardware and peripherals failures, such as: printers, scanners, laptops,
* Assign tickets to appropriate queues
* Enter trouble tickets into SRS Remedy System and monitor them until they are resolved
* Maintain the accountability of computer equipment
* Add user’s to email, applications and Database groups to give the access to the application, database and email groups
* Set up VTC (Video Tele Conference) for morning meetings
* Create Cable Databases in Lotus Notes
* Checking workstation numbers for inventory
* Escalate tickets to higher level management when required or necessary
* Remote Assist into user’s computers
* Act as a Data Transfer Officer
* Create AIN and Icemail accounts
* Provide user with AIN passwords and userid
* Reset user password
* Unlock accounts
* Change passwords when customer can’t remember their passwords
* Check user clearances to insure they have taken the correct training courses and clearances before creating AIN account.
* Update user work location information if user has moved to a new billing office
* Create Icemail accounts and help user’s with issues with their Icemail email.

**ABBTECH Staffing Service\ IRS Agency 12/2007 – 3/2009**

**Desktop Support**

**New Carrollton, MD**

* Performs new software tests for quality control use of new software security environments to be activated for future security upgrades requested and required by the IRS
* Manage the Client Support Center's customer service phone Hotline
* Perform end user support for users and remote company clients
* Provides a Single Point of Contact for the Help Desk for the assigned buildings and undertake 1st level support for all IT support activities in the assigned buildings for IRS.
* Provides first, second and third line help desk support for a variety of Microsoft Office, OS NT.4.0, 2000 & XP, Outlook/Exchange, Peregrine Help Desk software, IRS COTS and BackOffice products
* Perform desktop/laptop software installations/configurations/troubleshooting, hardware/software/network connectivity/configurations
* Configure and setup new PC's (desktop/laptop) replace individual hardware, components and devices as well as reinstalled new hardware/software upon user/departmental request
* Image Desktops and Laptops using Altiris imaging disc
* Configures VPN Client remote access for customers and PKI certificate updates and validations for secure message processing
* Keep inventory of Desktop/Laptop by recording workstation numbers and putting them into active directory
* Monitors back end mail/client/file/fax servers for possible problems and user account administration
* Performs VoIP phone and voicemail acct set ups, configuration and troubleshooting duties where assigned
* Create and Reroute SRS/Change request tickets and put them in the work group queue for processing

**BAE SYSTEMS\ Langley 10/2005 - 12/2007**

**System Administrator/Domino Administrator**

**Vienna, VA**

* The ability to analyze/resolve user and system problems and generate task orders, if needed, based upon findings.
* Perform system administration duties in Lotus Notes and/or Windows XP/2000/2003 platform such as granting the appropriate accesses via Access Control Lists, shared drive accesses, and demonstrates intermediate skill level with performing tasks in Active Directory
* Manage the Client Support Center's customer service phone Hotline
* Answer queries from multiple sources: phone, email, web, instant message, walk in, etc.
* Notify site technicians of any priority or mission-critical problems or tickets and Route tickets to appropriate member of the site queue team
* Messaging Administrator; ensure stable operation of the entire Messaging environment
* Prioritize and assign daily work/tasks based on Quality of Service, remaining SLA times, priority tasking, and first-in, first-out
* Maintain and support the administration of corporate email and Domino applications environment, which consists of clustered Domino servers and Windows servers
* Knowledge of electronic records management including document retention, deletion and legal hold policies
* Installing, managing, & optimizing Domino servers
* Create and maintain daily/weekly/monthly operational checklists and operational reports
* Create and implement task automation and monitoring tools
* Server configuration, tuning, capacity planning, performance, monitoring, and diagnostics.
* Disaster Recovery techniques for enterprise email service
* Administrator console commands and execution / access control at the server, database, and document level
* Troubleshooting Lotus Notes client interface, including the Notes mail template
* Manual creation and manipulation of Server, Person, Connection, Group, Program, Policy documents

**AT&T Technical Services\Langley 12/2002 – 10/2005**

**Systems Administrator**

**Vienna, VA**

* Ensured password and pass-code main authentication integrity on all AIN networking systems.
* Maintain help desk support services and troubleshooting analytical abilities.
* Extensive knowledge of the database, with the ability to generate and input data.
* Ensured customer site information is stored and secured properly.
* Work with teams to identify users and prepare accounts.
* Ensure accuracy of systems in allowing authenticated user's access.
* Work along with customers advocate.
* Manage the Client Support Center's customer service phone Hotline
* Create and Reroute SRS/Change request tickets and put them in the work group queue for processing
* Responsible for distributing/replenishing Authentication devices.
* Generated and forwarded weekly status reports on Microsoft Excel.
* Managed all RSA fobs that are distributed.

**Operating Systems:** Windows 10, Microsoft NT, Windows 2000/XP/2003, ADN, AIN, JWICS, SIPRNET, Unix and Linux

**Hardware:** PC’s, laptops, printers, routers, switches, hubs, servers, copiers and scanners

**Software:** Oracle Toad 10, Cherwell Service Management, Check Point, Microsoft Office 2013, RSA Console, Last pass Management Console, Microsoft Office365, Bitlocker, Microsoft Lync, Remedy Action Request System, Lotus Notes, Microsoft Binder, Netscape Communicator, Remedy Alert, RSA Ace, Cyber safe Trust broker Administrator, User Manager, CWE, CWE2 Admin, Microsoft Word, Microsoft Excel, Adobe Photoshop, Power Point, Microsoft Office, Lotus Notes, Nero, Active Directory, Ice mail, AIN1&2, AIN Database, AIN2 User tool, AIN2 Account Checker, AADS Database, Escrow ID Database, Lotus Note 6&7, UWMA Domain-IBM Domino Administrator, UWMA & XWMA Directory, Microsoft Office Suite (Word, Excel, PowerPoint) Windows, Active Role Management Shell, Powershell, Gpo Policy Management Automation, 2000/XP/2003, Microsoft Outlook Exchange, Ghost/ Imagining, COE 4.8, Internet Explorer, Plotters, Remote Access, Visio, Tivoli, CRI Database, JWICS, SIPRNET, DNIU,

**Servers:** Microsoft Windows Server2008 & Windows ServerSQL2008

**Education:**

PennFoster High School

Scranton, PA

Diploma, 2001

UMUC (**Currently Attending 2015-2019**)

Largo, MD

Bachelors: Major/Minor: Computer Network Systems/Cyber Security

**Training:**

2/2005 - INFOSEC Certification for Systems Administrators – Certificate

2/2007 - Administering IBM Lotus Domino 6: Operating Fundamentals- Certificate

4/2007 - Implementing and Supporting MS Window XP Professionals – Certificate

6/2007 - Implementing a Windows 2003 Network Infrastructure: Network Host – Certificate

6/2007 - Supporting User's Running the MS Windows XP Operating System - Certificate

10/2009 - CMA Training

10/2009 - DataTransfer Officer Training

10/09-12- AISC 2010 Training

6/2018- System Administration Training