Timothy Davidson

Montpelier, VA 23192
timdavidson2@gmail.com   804-539-8922

Work Experience

IT Support Specialist (Contractor)

Blue Cross and Blue Shield of Tennessee - Glen Allen, Va   March 2020 to June 2020
- Assisted with preparation of employee work at home effort from Covid-19
- Imaged and assigned laptops, tablets and desktops for customer work at home effort.
- Responded to email, phone and walkup customer tickets for service in ServiceNow ticket system.
- Assisted customers with the setup and troubleshooting at home issue with network connection, printers, VPN.

EUC Engineer (Contractor)

Carmax Home Office – Glen Allen, VA   April 2019 to March 2020
- Image PCs using KACE.
- Provide application support on KACE releases.
- Create Powershell scripts as needed for support actions.
- Provide reports in the Agile system on daily and iteration basis.
- Create and Release scripts using the KACE management system. As requested through ServiceNow.

LAN Administrator (Contractor)

Dominion Energy - Richmond, VA   September 2018 to March 2019
- Performed LAN security procedures for user application installation.
- Worked in multi-platform environments on multiple project assignments.
- Created and deployed applications to Windows 10 testing group using SCCM 2016 (CB).
- Reduced errors that may cause significant disruption to operations or major costs by testing applications.
- Provided integrated team support and maintenance of LAN hardware and software on Windows 7 and Windows 10 devices consistently in less than SLA time allotted.
- Provided 3rd level workstation support for help tickets as they related to software development/ deployment, iOS device management and other desktop support issues.
- Implemented PC/LAN policies, procedures and standards and ensured conformance with information systems and company objectives for 29,000 users and computers.

IT Operations Specialist

Union Bank and Trust - Ruther Glen, VA   June 2016 to September 2018
- Created the Windows 10 image for enterprise migration.
- Created reports using SCCM Reporting for the department Director as needed.
- Created PowerShell scripts as needed for application uninstallation and information.
- Monitored and repaired SCCM Clients to be able to contact one of the 125 Distribution Points.
- Imaged Windows 7 and Windows 10 laptops and desktops to support the 2,900 deployed devices.
- Worked closely with other departments to create and deploy specialized banking software with SCCM Application Catalog.
- Ensured that devices had all necessary software and hardware security updates prior to assignment to user, using SCCM and WSUS.
- Worked closely with Information Security team to remediate top 10 vulnerable devices on a weekly basis using Nexpose by Rapid 7.

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Network Technician Program Lead
VIRGINIA COLLEGE IN RICHMOND - Richmond, VA   September 2014 to June 2016
- Developed and sustained student relationships through counseling, coaching, mentoring, instruction, and course scheduling.
- Worked with the Academic Dean to hire, train, and mentor instructors. Conducted quarterly review of academic performance of instructors.
- Reviewed curriculum and program materials to ensure current industry standards were met for certifications.
- Increased retention from 20% to 85%, raised student grade point average from 1.5 to 3.5 by implementing new teaching and support methods learned in the "Real World "environment.
- Brought compliance with ACICS accreditation criteria, corporate policies and procedures up to pass ACICS accreditation audit February 2015 with a 100% "Outstanding".
- Lead instructor of the CompTIA A+, Network+ and Security+ certification courses.

Lead Deployment Technician (Contractor Altria Win7 Project)
BELL TECHLOGIX - Richmond, VA   November 2013 to September 2014
- Trained 10-member team to image, QA/QC and deploy 6,000 new Windows 7 desktops, laptops and tablets to Altria personnel throughout the U.S.
- Setup imaging station able to image and update security patches on machines for deployment.
- Created daily deployment and asset management reports for both Altria and Bell Techlogix management teams.
- Consistently met or exceeded the daily goal of deployment of 100 machines.
- Setup command center at deployment location to provide support to technicians via SCCM application deployment.
- Coordinated travel and shipping of personnel and equipment to all U.S. locations.

System Analyst II (Contractor)
VIRGINIA DEPARTMENT OF MEDICAL ASSISTANCE SERVICES - Richmond, VA   May 2012 to November 2013
- Provided IT technical customer service to DMAS in response to break/fix issues by phone, email and desk side.
- Monitored and coordinated all IT infrastructure activities with DMAS, VITA and Northrup Grumman
- Partnership Agreement.
- Escalated IT technical issues to IM Leadership and VITA management that impacted performance of agency functions.
- Worked with outside vendors to procure out of scope items needed by agency users.

Help Desk Support (Intern)
Wells Fargo Advisors Financial Network (Apex Systems) - Glen Allen, VA   May 2011 to May 2012
- Fielded 25-30 calls each day from the 45,000 Wells Fargo Advisors network users from all areas of the United States.
- Documented call information in the Remedy ticket system with customer information, issue, and resolution of all incoming service calls.
- Consistently achieved 90% or higher first call resolution.
- Worked with Windows XP operating system over Netop remote desktop to resolve issues, such as printer installation, software installation, and network connectivity.
- Worked with Microsoft Office 2007 to setup Word documents, Excel spreadsheets, and Outlook email and calendar events for Advisers and their support staff on location.

Financial Planner
BOYETTE INSURANCE AGENCY INC - Richmond, VA   October 1998 to May 2011
- Worked with clients on retirement planning, insurance planning and investments.
- Managed $20 million in customer assets to ensure growth and protect against loss.

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Education

B.S. in Computer Information Systems, Network Security Concentration.   ECPI University - Glen Allen, VA

Certificate in Primary Leadership Development Course   NCO Academy - Fort Stewart, GA

Certifications

CompTIA A+ Core 2019