***Skills***

* HTML5
* CSS3
* JavaScript
* Bootstrap
* Node.js
* MERN Stack
* SCCM Current Branch
* Windows 10
* PowerShell
* Kace
* Asset Management
* ServiceNow

**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.

**Lead Deployment Technician (Contractor Altria Win7 Project)**

BELL TECHLOGIX - Richmond, VA November 2013 to June 2016

* 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 2011 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.

**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.

**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

University of Richmond Coding Bootcamp Richmond, VA

**Certifications**

CompTIA A+ Core 2019