

Elyse Martinez

Cleared IT Professional & US Navy Veteran

Active **TOP SECRET/SCI Clearance**

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PROFESSIONAL EXPERIENCE

IT Help Desk Technician II – U.S. Southern Command

General Dynamics IT, Doral, FL | Dec. 2020 – Present

- Appointed as the primary Enhanced Trusted Agent (ETA) for installation. Responsible for issuing all **PKI tokens** for an organization of over 1000 employees.
- **Remote technical support** for an enterprise IT system consisting of over 1500 workstations.
- Work with other departments such as System Administration and Networks Team in order to **resolve complex user issues**.
- Resolved an **average of 40 tickets per week** for various issues such as software installations, **Active Directory**, baseline imaging, email provisioning, Microsoft Office, SharePoint, driver updates, **VPN** and **group policy updates**.
- Record and track incidents utilizing **ServiceNow** ticketing system.

IT Help Desk Technician I – U.S. Southern Command

C4 Planning Solutions, Doral, FL | Jun. 2019 – Dec. 2020

- Utilize tools such as **Dameware** or **Remote Desktop Connection** to troubleshoot technical issues and solve end user inquiries.
- **Resolved user issues on NIPR/SIPR** including **Outlook**, active directory, remote installations, and user account provisioning.
- Simulate user problems on **Windows 10** to recreate issues and solve them in real-time.
- Work with end users over the phone or in person to resolve technical problems with their computers, including **connectivity issues**, **VPN**, **email**, **application errors**.
- Creates documentation in OneNote to support a knowledge base document of detailed solutions to known problems.

Aviation Maintenance Administrator

United States Navy, San Diego, CA | Jan. 2015 – Jun. 2019

- Organized and operated libraries of technical publications, reports, and related maintenance data
- Coordinated and drafted all monthly maintenance reports accounting for the training and qualifications for 235 Sailors.
- Assisted in maintenance of aircraft and associated aeronautical equipment.

TECHNICAL CERTIFICATIONS

CompTIA Security+ CE

CompTIA A+ CE

Microsoft 365 Certified: Modern Desktop Administrator Associate

TS/SCI Clearance

RELEVANT SKILLS

Windows 10:

- Active Directory (OU, Security Groups, etc.)
- Work Folders & Shared Drives
- Group Policy Updates
- BitLocker recovery
- Baseline Imaging
- Device Driver Updates
- Profile rebuilds
- Outlook Data Files (PST)

Hardware:

- Dell OptiPlex, LG & Samsung Monitors, HP Printers, Canon Printers.

Software:

- Microsoft Outlook, Microsoft Teams, Office365, Cisco AnyConnect VPN Client

Tools:

- Dameware Remote/Remote Desktop
- ServiceNow
- PowerShell

EDUCATION

Bachelor of Science, Computer Information Systems - Lehman College, Bronx, NY

(Graduated Cum Laude)