

# First Last

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## Skills

- **Operating Systems:** DOS, Windows (XP/Vista/ 7/8/10), Windows server (2008/2012), OS X, & Linux
- **Hardware:** Lenovo/Dell/ HP/Compaq workstations (laptops/desktops/tablets), Microsoft Surface Pro tablets, Apple (iMac/MacBook/iPad), smartphones (iPhone/Android/Blackberry/Microsoft), printers (local/network), multi-function devices, wireless devices, biometric devices, VTC, telepresence systems, VoIP phones, & smartboards.
- **Networking:** Ethernet, wireless, VPN, RAS, Motorola Cable Modem Switches, Cisco Universal Broadband Routers, firewalls, Mi-Fi devices, CAT5 cabling & termination.
- **Software:** BMC Remedy, HP Service Manager, Service Now, Samanage, Norton Ghost, Dell KACE, Ivanti, Casper Imaging, Casper Remote, Parallels, JAMF Software Server, PowerShell, Robocopy, MS USMT, Mobile Iron, Citrix, Cisco VPN, WebEx, GoToMeeting, HP SDM, HP Imaging Assistant, AirWatch, Duo Mobile, MS MFA, Adobe Acrobat, Lotus Notes, Microsoft SCCM, Norton Ghost Solution Suite, Batch files, Active Directory, Azure, Exchange 2013, Office 2007/2010/2013, Office 365, Skype for Business, Microsoft Teams, Windows Hello For Business, MS OneDrive, Dropbox, Box, McAfee, Symantec Endpoint Protection, Chrome, Firefox, Safari, Internet Explorer, BitLocker, Credant, Symantec Endpoint Encryption, Connected Backup, Virtual Box, TeamViewer, LogMeIn, Windows Remote Desktop, Apple Remote Desktop, Telnet, DameWare.

## Education & Certification

- HP Certified Technician
- Dell Certified Technician
- CompTIA A+
- CompTIA Network+
- Associates Degree in Information Technology

## Experience

*TEKsystems, Remote*  
Service Desk Agent

04/2021 – present

- Provide exceptional technical support, customer service, and measurable results
- Multi-task, prioritize, and organize all tickets, calls, and email messages
- Utilize an incident management system for IMAC, Incident, Asset and Problem Management
- Responsible for creating, managing, troubleshooting, documenting and resolving incidents in a timely manner
- Meet or exceed all agreed upon Service Level Agreements
- Support end-user standard workstation & laptop operating systems and software packages
- Install/uninstall, troubleshoot, service, and maintain approved software
- Support end-user server based software consisting of COTS and in-house titles
- Support audio-visual equipment for use in meetings, conferences, teleconferences and other gatherings
- Support mobile and landline telecommunication accounts, systems and hardware
- Record and/or maintain PCAOB tracked assets to ensure record accuracy and accountability
- Share knowledge by creating and maintaining procedural documents and technical instructions
- Adhere to company and team-specific policies and procedures

- Install and configure desktop/laptop PCs and peripherals such as printers and USB connected devices.
- Configure and support mobile devices such as iOS (iPhone and iPads) and Android mobile phones.
- Troubleshoot hardware and network connectivity issues at an advanced level.
- Troubleshoot and document resolution for Windows operating system issues.
- Troubleshoot & remedy BitLocker encryption issues.
- Provisioning of hardware devices remotely.
- Collect, provide, and maintain detailed records in service requests regarding actions taken to resolve.
- Strategically analyze complex service request to resolve in a time efficient manner.
- Support escalation process by working on service requested escalated by fellow I.T. support technicians.
- Escalate service requested to higher-level support technicians/management in a timely manner when needed.
- Communicate with all types of associates and exhibit exceptional patience.
- Work with vendors at to ensure associate resources are available.
- Train associates as needed on how to access company digital services and resources.
- Help create SOPs to support team in resolution of service request.
- Provide leadership with feedback regarding high-interest areas of concern for associates and frequently encountered challenges.

- Assist, provide direction, & train desktop support staff.
- Perform on-site workstation warranty break/fix repair or replacement.
- Troubleshoot & remedy Windows Hello For Business issues.
- Schedule & perform workstation refreshes.
- Manage user accounts & computer objects; & reset passwords within Active Directory.
- Troubleshoot, remedy, & escalate VPN connectivity issues.
- Answer, escalate, & resolve reported issues within ServiceNow ticketing system.
- Troubleshoot & remedy BitLocker encryption issues.
- Provide in-person & remote support while adhering to SLA guidelines.
- Troubleshoot, escalate, and/or resolve LAN or Wi-Fi connectivity issues.
- Image, configure, & deploy desktops, laptops, & tablets.
- Perform mobile device management for Apple smartphones & MiFi devices.
- Maintain & update asset inventory database to reflect ownership & location.
- Assist & remedy Office 365 licensing, configuration, & application issues.
- Deploy & install software on issued workstations via Microsoft SCCM 2016
- Troubleshoot & correct SCCM client issues

- Provide deskside & remote support to FHFA users while adhering to SLA guidelines.
- Manage user accounts & computer objects; & reset passwords within Active Directory.
- Answer, escalate, & resolve reported issues within Samanage ticketing system.
- Troubleshoot, escalate, and/or resolve MS OneDrive synchronization issues.
- Configure & assist with BitLocker encryption on issued devices.
- Troubleshoot, escalate, and/or resolve LAN/Wi-Fi or VPN connectivity issues.
- Complete asset Installations, Moves, Adds, & Changes upon request.
- Image, configure, & deploy Dell laptops & Microsoft Surface Pro 3 tablets.
- Perform mobile device management for Microsoft, Apple, & Blackberry smartphones & MiFi devices.
- Configure & install network or local HP, Brother, & Xerox multi-function scanner/copier/printers.
- Maintain & update asset inventory database to reflect ownership & asset location.
- Perform on-site workstation warranty break/fix repair or replacement.
- Configure & assist with VTC equipment, laptops, & tablets for meetings & conferences.
- Provide training to executive & administrative users.
- Schedule & perform workstation refreshes
- Assist & remedy Office 365 configuration & application issues.
- Deploy & install COTS software on issued workstations via Microsoft SCCM 2012.

- Serve as a lead & primary I.T. resource to resolve reported issues for executive & administrative users.
- Create, move, unlock user accounts & reset passwords within Active Directory.
- Approve & manage SharePoint calendar requests for meetings & conferences.
- Create, escalate, & resolve reported issues within Service Now ticketing system.
- Install, configure, & assist users with Symantec Endpoint Encryption on issued laptops.
- Troubleshoot, escalate, and/or resolve LAN or Wi-Fi connectivity issues on supported devices.
- Add, delete, or move computer hostnames within Active Directory.
- Map network printers & install drivers on Apple or Dell workstations.
- Create & help maintain SOP & knowledge base articles.
- Complete asset Installations, Moves, Adds, & Changes upon request.
- Design & capture Windows 7 images utilizing Windows AIK, Sysprep, Image X, & Dell KACE K2000.
- Deploy image, configure, & install Apple MacBooks & Dell workstations.
- Assist & remedy smartphone & tablet connectivity & e-mail issues.
- Configure & install network or local HP & Xerox multi-function scanner/copier/printers.
- Maintain & update asset inventory database to reflect ownership & asset location.
- Perform on-site workstation warranty break/fix repair or replacement.
- Configure & assist with VTC equipment, telepresence systems, laptops, & smartboards for meetings & conferences.
- Maintain telecommunication closet cabling.
- Provide training to executive & administrative users.
- Troubleshoot, escalate, & remedy user reported web browsing issues.
- Schedule & perform workstation refreshes including data backup & recovery.
- Assist & remedy Outlook configuration & application issues.
- Organize, install, & remove COTS software on issued workstations.
- Clean infected Windows workstations with Antivirus, Malware, or Spyware removal utilities.
- Provide support for VPN connectivity issue

Sr. Systems Technician

- Provide tier 2 support for ABC News & Disney executive users via telephone, deskside, or remote desktop.
- Create, escalate, & resolve tickets reported to the HP Service Manager ticketing system.
- Troubleshoot, escalate, and/or resolve LAN or Wi-Fi connectivity issues on supported devices.
- Unlock user accounts & reset passwords within Active Directory.
- Deploy Windows (XP/7) images via boot media to workstations (laptops/desktops).
- Deploy OS X images to Apple iMacs or MacBooks via Casper Imaging or JAMF thin imaging client.
- Install & manage software on Windows workstations via Microsoft SCCM 2012.
- Install software, bind to domain, and/or provide support for iMacs & MacBooks via Casper Remote.
- Activate, configure, manage, backup, & restore Apple iPhones & iPads.
- Perform Blackberry enterprise activations on RIM wireless handheld devices.
- Create & help maintain SOP & knowledge base articles.
- Update Disney asset database for Moves/Adds/Changes of equipment to reflect ownership & asset location.
- Apply security patches & software updates to dedicated Windows workstations.
- Backup/restore data to/from workstations using Connected Backup or MS User Status Migration Tool (USMT)
- Create & maintain Batch files for rapid & repetitive network printer mapping & driver installation.
- Provide support for Citrix & VPN remote access.
- Perform on-site break/fix repair or replacement for laptop or desktop workstations.
- Troubleshoot, escalate, & remedy user reported web browsing issues.
- Install & support Parallels Desktop for Disney executive Mac users.
- Configure, install, & provide maintenance for local & networked HP printers.
- Install, move, & decommission Apple, Lenovo, & HP workstations.
- Clean infected Windows workstations with Antivirus, Malware, or Spyware removal utilities.
- Assist & remedy Outlook configuration & application issues.
- Schedule & prepare workstation refreshes per individual or for shared, multi-user locations.
- Assist & remedy Outlook configuration & application issues.
- Install & support proprietary ABC News software.
- Provide support for COTS software (Adobe Acrobat, Office 2010, & etc.)
- Provide e-mail support via Outlook 365/Exchange 2013 web portal.
- Install & support Credant laptop encryption software for executive users.
- Frequently perform workstation health checks to optimize performance.
- Install, configure, & support Disney Box file hosting software.
- Assist end users with McAfee anti-virus & firewall configuration issues.

**BAE Systems I.T., Washington D.C.**

*10/2007 - 10/2009*

Computer Maintenance Technician

- Provide tier 2 desktop support for V.I.P. & U.S. Treasury users via telephone, deskside, or remote desktop.
- Create, escalate, & resolve tickets reported within Remedy ticketing system.
- Schedule & perform laptop/desktop refreshes including data backup & recovery.
- Troubleshoot, escalate, and/or resolve LAN or Wi-Fi connectivity issues on supported devices.
- Deploy Windows XP image to workstations (laptops/desktops) utilizing Norton Ghost or boot media.
- Perform on-site break/fix repair or replacement for laptop or desktop workstations.
- Perform Move/Add/Changes of issued workstations & peripherals.
- Assist users with SafeBoot laptop encryption issues.
- Activate, configure, backup, & restore RIM Blackberry smartphones.
- Configure, install, & provide maintenance for local & networked HP printers.
- Provide support for COTS software (Adobe Acrobat, Office 2007, Roxio).
- Assist & remedy Outlook configuration & application issues.
- Clean infected Windows workstations with Symantec antivirus, malware, or spyware removal utilities.
- Install & manage software via Microsoft SCCM.

**BAE Systems I.T., Fairfax, VA**

*07/2005 - 10/2007*

Sr. Help Desk Analyst & Lead

- Provide tier 1 support for V.I.P. & GSA users via telephone, email, or remote desktop interface.
- Create, escalate, & resolve tickets reported within CA UniCenter ticketing system.
- Unlock user accounts & reset passwords via Active Directory.
- Assist end users with Lotus Notes account & configuration difficulties.
- Troubleshoot, escalate, & resolve reported web browsing issues.
- Provide support for COTS software.
- Participate with on-call rotation responsibilities.
- Diagnose, escalate, & resolve VPN, RAS, & Citrix connectivity issues.
- Support & redirect e-Authentication issues to the appropriate helpdesk.