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## **Certifications**

### CompTIA

- CompTIA Security + CE

### Microsoft

- Microsoft Certified Information Technology Professional (MCITP) Windows 7
- Microsoft Certified Technology Specialist (MCTS)
- Windows Certified Solutions Associate (MCSA)
- Cisco Certified Network Associate (CCNA)

## **Clearance**

- Secret

## **Education**

AAS Computer Graphics

## **Professional Experience**

### **Summit Information Solutions**

**Desktop Support Administrator////////Network Enterprise Center, VA  
April 2015 to Present**

- Communicated with over 700+ local and remote end-users about business, technical, and designed project plan requirements for Global Combat Support System (GCSS-Army)
- Use Microsoft Deployment Tool (MDT) to create 8 different ISO images for GCSS-Army for development
- Created group policy settings for production GCSS-ARMY Redstone image
- Trained users and other staff to carry out software and hardware resolutions
- Configured SAP GUI production and development by configuring and supporting numerous ini host files, services, xml tree logons files
- Created naming conventions for easy tracking, inventory, lifecycle, for all Redstone, Ft Lee images
- Develop long-term and short-term technology implementation strategies for GCSS-Army by finding workarounds for large scale network production in Workgroup environment
- Served as technical lead in full life-cycle software implementation projects including; JAVA,Adobe,SAP Gui, and Mobile Client
- Created user accounts, unlock accounts, manage computer for all Fort Lee, VA base
- Designed templates to document software testing/developing processes

- Increased IAVA compliance from %55 to 85% for Redstone image laptops
- Designed and implemented software/hardware updates for Production, Test, and Field Teams
- Developed and executed procedures via Security Technical Implementation Guide (STIG), Plans of Action and Milestones (POAM), and Standard Operating Procedure (SOP) to periodically monitor the logical/physical integrity of data and physical space utilization
- Developed test plans and scripts for pushing patches manually to 567 laptops in Work Group environment; and test execution and reporting mechanisms
- Manage, review, and resolve conflicts associated with GCSS-Army and Northrop Grumman client at Midlothian

**Computer Science Corporation (CSC)**

**Associate Professional: System Analyst////////SCOE-G6 Operations, VA**  
*September 2013 to April 2015*

- Provided support for Logistics Training Department (LTD), Standard Army Management Information System (STAMIS) and Property Book Unit Supply Enhanced (PBUSE)
- Also provided support users and students at Army Logistics University (ALU) a composite campus for military and DoD logistics
- Test network connectivity on printers, desktops, laptops, machine compliance via command line tools
- Developed CMD scripts and batch files to mass install and update applications such as Java, Adobe updates, IBM software, Citrix, and Mozilla
- Senior software script and batch file consultant patched 3,000+ desktop, laptop machines which resulted in increased from 65% to over 90% of compliant machines monthly.
- Played pivotal role in problem solving issue regarding students altering folders during exams by editing folder policy, also roles involving mass pushing 2.5 GB folders to 3,000 machines.
- Developed strategic plan to assigned by the 93rd Brigade to have NIPER machines onsite location converted from x32 bit operation system to x64 bit operation system Windows 7
- Consultant for future project regarding the HVAC renovation of Quartermaster schools containing 4,500 students and staff
- Proposed cost effective resolutions regarding coverage for support during “after hours”
- Administered Active Directory (AD) user instructor and student accounts
- Coordinated with Quartermaster instructors for Yankees and Alphas company side to lifecycle +5000 dell precision 6520 laptops.

- Created inventory spread sheet for each laptop building location, MAC address, room number, and serial number for 4,500+ students and staff Quartermaster Schools
- Out of 33 onsite to receive a rating a “2” for appraisal within Computer Science Corporation (CSC)
- May 2014 Rehearsal of Concept (ROC) Drill ceremony was rewarded certificate for outstanding customer support and service supporting users of the Combined Arms Support Command (CASCOM) and the U.S. Army Training and Doctrine Command (TRADOC)

**Logistics Management Resources (LMR)**  
**Desktop Support Technician I/////SCOE-G6 Operations VA**  
*January 2011 to July 2013*

- Prepped, planned instructor classrooms by designing layout of table coordination, patching network ports, configure, and install software to over 500+ laptops
- Provides first level technical IT support for HQ, store personnel, and instructor contractors for Ordnance schools, EOD, Brigade, Barracks, Work Bays
- Analyzing and resolving problems to customer reported instances as well as patching multiple machines for IAVA compliance for Ordnance Campus.
- Assisted other technicians and senior leaders on customer escalation reports,
- Performed hard software installs for Stryker Department classrooms
- Duplicated multiple hard drives for all 500+ student laptops and instructor workstations
- Replaced all Panasonic Projector 6300 projector bulbs, for classrooms and VTC conferences

**Directorate of Information Management ( DOIM)**  
**Help Desk Support///// VA**  
*June 2010 to September 2011*

- Administered highly organized skills by organizing help desk bench work to allow help increasing field tech productivity from 55% to 85%
- Provided help desk support for problems and issues with any system or network for 10,000+ users on base
- Point of contact for designing and creating various illustrations and documents for flyers, slides, briefings, and presentations. For our 35+ personnel organization.
- Document hand receipts for life cycle equipment. Palletize, wrap, and transported 5 to 7 pallets a day of outdated/broken government equipment
- Received commander’s coin and certificate for excellent customer support and work service

- Rewire work bench for reimaging machines, configured bitlocker codes, tie down assorted network, vga, usb cables. Organized equipment drawers according to peripheral parts, cables, network/video cards.

## Professional Skills

- Microsoft Word
- Microsoft Access
- Microsoft PowerPoint
- Microsoft Excel
- Microsoft Outlook
- Project Management software
- Database Management software
- Correspondence Controlled Management system
- Flowcharting software
- SAS or similar statistical analysis software
- Query Systems/software
- Email (Exchange, Outlook 2003/2007/2013, Webmail)
- Citrix
- Remedy Ticketing Systems (7,8.1 versions)
- Track-It Ticketing Systems
- FBCA Cross-Certificate Remover 1.12
- Cisco SSL VPN
- IBM forms viewer 4.0.03
- SAP GUI versions 7.3 and 7.4
- McAfee EPO virus Agent
- System Center Configuration Manager (SCCM)
- Certificates of Net worthiness (CON)
- Install Root
- Adobe Acrobat
- Adobe Reader
- Adobe Shockwave Player
- Active Directory Users and Computers
- Adobe Flash player
- Adobe Plugin
- Defense Travel System (DTS)
- ActivClient 7 CAC logon
- Stunnel
- Mobile Defense Solutions (MDS) Mobile Client
- Assima STT Trainer
- WireShark
- Snag-It
- Microsoft S/MIME
- MilConnect RAPIDS Self-Service
- Lotus Sametime Connect
- Windows Server 2008
- X-Win32
- FBCA Cross Cert Removal Tool
- Windows Command Shell (CMD)
- PowerShell
- Adobe Creative Suite CS3
- Adobe Dreamweaver
- Adobe After Effects
- Adobe Photoshop
- Adobe InDesign

**Browser Applications:**

- Chrome
- Internet Explorer
- Mozilla
- Safari

**Operating Systems:**

- Windows XP
- Windows Vista
- Windows 7/8, Windows 8.1, Windows 10
- Mac 10.6 Snow Leopard

**Hardware:**

Miltop MSD-V2,MSD-V3, Panasonic Toughbook H2, Dell: T3400's, M4400's, M6500's, Precision 6530's, HP: 8510p,

**Printers:**

MS510, Lexmark CS310, 510, E460dn, Xerox: 3655 Phaser, Xerox 7225,  
Lenovo/IBM: Think Centre laptops/desktops