

# First Last

Email | Phone | Location

## PROFESSIONAL QUALIFICATIONS

Highly experienced IT Professional with a record of developing and supporting successful projects and solutions, while utilizing a wide range of applications and technologies. Consistently recognized and tasked by management to improve organizational effectiveness and efficiency through personal contribution and performance. A valuable team member and motivator who thrives in environments requiring high-level strategies and thinking.

Outstanding ability to facilitate effective communication by translating technical information to non-technical customers, exercised technical training and supported user communities on product applications. Able to remain calm and work well in high-pressure situations, while constantly seeking new challenges. A professional with both a strong work ethic and the desire to exceed expectations in all aspects.

## CERTIFICATION

**CompTIA Security+ CE -**

Jun. 2017 – Jun. 2020

**CompTIA Server+ -**

Dec. 2018 – No Exp.

**CompTIA CSA+ (Cybersecurity Analyst)**

Expected Feb. 2018

## TECHNICAL SKILLS

**Programming Languages:** Coding in C++, Java, Python, MySQL, HTML, CSS

**Operating Systems:** Windows 7, Windows 10, Google Chrome

**Software and Applications:** Active Directory, Hyena, RealVNC, Kaseya, Numera Track-IT, Remedy, Acronis Backup & Recovery, Ghost Imaging, Microsoft Office (Word, Excel, Power Point, Access, Outlook), Lotus Notes, Sophos Security

## PROFESSIONAL EXPERIENCE

**Title, Company Name, Location**

**Start Date – End Date**

- Responsible for managing, training and supporting faculty and staff of two schools on equipment and software that is used in the school system.
- Conducted Migration planning meeting & testing of devices : Windows 7/8 to Windows 10
- Assist and troubleshoot central IT staff when working with network equipment, switches and printers in school/administrative building.
- Conducted data migration of user profiles and data to new PC's as well as monitored, on a daily basis, network status using WhatsUp Gold.
- Updated and closed all service requests in the help desk system by submitting detailed solutions.
- Responsible for imaging and upgrading computers as needed.
- Provide technical and remote support for all the staff in schools and offices.
- Assisted with planning and testing of two schools (over 1,000 students) throughout the school year with applications such as TestNav, DRC Insight and iReady.
- Configured, Planned & Conducted end user training, and post-migration technical assistance
- Used PDQ Deploy to push out software over the network.

**Title, Company Name, Location**

**Start Date – End Date**

- Provide second and third level support for complex problems by troubleshooting, analyzing and controlling machines remotely using Kaseya to resolve workstation, hardware, network printers/print servers and various software application issues for end users.
- Developed and deployed computer images for laptops and desktops using Ghost Imaging Software and encrypted machines using Sophos Security Safeguard Encryption.
- Created, resolved and/or escalated tickets through Track-IT ticketing system. Used Remedy Ticketing System to cross over escalation of issues to Network Operations Group or to the IT Team in Germany.
- Used Active Directory to place new workstations and users in the correct groups. While also using the tool to unlock and reset passwords for user's accounts.
- Managed and tracked various IT assets through software database and AssetWIN for hardware devices. Completed project of upgrading AssetWIN Software for the IT department.
- Update company software applications, along with documenting the process in the Knowledge-Base.

- Provided quality customer satisfaction, technical expertise while also maintaining proper usage and awareness of the compliance of the IT security policies of Porsche Cars North America.
- Assisted in training and managing of interns and contractors.

**Title,** Company Name, Location

Start Date – End Date

- Created and maintained a hardware inventory system and setup a loaner program for future partnered companies.
- Monitor, resolve and respond quickly and efficiently to request received through IT support.
- Work with external vendors and partners, to effectively maintain inventory of all equipment, software and licenses.
- Install, test, and configure workstations, chromebooks, equipment and software to ensure company standards.
- Assist with the setup of the onboarding of new users.
- Documented internal procedures.

**Title,** Company Name, Location

Start Date – End Date

- Microsoft Deployment Toolkit (MDT) server to deploy Windows 7 on new hardware and install software packages on existing Windows 7 hardware. This included the installation/setup of networking, mainframe emulation software, web browsers and Outlook email client.
- Perform data migration ensuring user data is intact, provide support to users experiencing issues with programs and applications after computers have been migrated or upgraded from Windows XP to Windows 7
- Installed Pointsec Security Software on all users' laptops to encrypt and ensure data integrity.
- Researched, analyzed and resolved a varying degree of end-user's applications, operating systems and hardware problems for several different internal departments.
- Worked on ongoing yearly project to replace end-of-life PC equipment, working closely with both local and field users to ensure new device was deployed, received and setup properly and data was migrated from old device to new.

**Title,** Company Name, Location

Start Date – End Date

- Provided hardware and software support for Atlanta corporate office.
- Assisted with maintaining all hardware, software and peripherals in the Atlanta corporate office.
- Imaged laptops and computers using Ghost Imaging Software and encrypted all machines with Sophos Security Safeguard Encryption.
- Aided Post Property employees with managing and completing various projects.

**Information Technology Assistant,** Morehouse College, Atlanta, GA

Sept 2008 – May 2010

- Computer lab assistant responsible for upkeep of approximately 80 PC devices, as well as assisting students with software and computing issues.
- Updated and installed needed security software and removed viruses on laptops.
- Monitored computer lab and setup network printers.
- Helped with inventory and deployment of new equipment to campus staff.

## EDUCATION

**College,** Location

Bachelor of Science in Computer Science

**Graduation:** May 2013

**College,** Location

CompTIA Security+ BootCamp

ISC2 CISSP Preparation

**Completed:** Jun 2017

**Expected Completion:** May 2018