
IT Support Specialist

Army Veteran with a diverse background in operations management, training, and information technology. Experience in managing risks to protect assets, property, and equipment valued over \$1M while meeting the expectations of Senior Managers. Possess educational experience and training in cybersecurity and networking fundamentals with hands-on training in a service desk environment for a large enterprise accounting firm and a managed services provider. Able to apply problem resolution and troubleshooting skills to effectively diagnose and repair software and hardware related issues.

TECHNICAL SKILLS & QUALIFICATIONS

- **Operating Systems:** Windows 7, 10; Linux; Mac OS
- **Project Management:** Slack, Microsoft Teams, Google Workspace
- **Software:** Microsoft Office Suite (Word, PowerPoint, Excel, Outlook)
- **Ticketing Tracking:** ServiceNow, ConnectWise

PROFESSIONAL EXPERIENCE

Tech For Troops

May 2024 - present

IT Technician / Warehouse Support

Contributed to the operations of an Information Technology warehouse at a nonprofit organization dedicated to serving Veterans.

- Diagnosed, refurbished, and repaired over 20 various Laptops in the first week of working at the company. Replaced keyboards and fans on multiple laptops. Installed RAM and SSD into various devices.
- Managed the collection and processing of over 100 desktop and laptop computers, monitors, servers, and other peripherals for recycling and repurposing.
- Evaluated incoming laptops to ensure device quality. Cleared fingerprint information associated with previous users from computer systems, ensuring data privacy and security.
- Performed disk imaging of over 70 laptops using Clonezilla to streamline deployment processes and ensure data integrity.

Cloud Managed Services Group

September 2021 – April 2024

Service Desk Technician

Member of a team responsible for handling first level support of service requests supporting a large enterprise accounting firm through contract of about 10,000 users in a professional and timely manner.

- Resolved technical issues via phone, chat, and tickets using remote administration software tools (Microsoft Teams and TeamViewer) to assist users; consistently meeting the SLA metrics for the firm.
- Achieved average of over 92% First Call Resolution over the last 6-month period, surpassing company average by 6%.
- Created and updated IT support tickets using ServiceNow per firm's standard operating procedures.
- Remedied Microsoft Office suite applications problems for users - making Word, Excel, and Outlook more efficient and productive.
- Installed drivers for printers and hardware peripherals primarily within Windows 10 Operating System.
- Supported user account management using Active Directory; performed password reset, group membership changes and distribution list modifications.
- Mentored six new interns quickly incorporating them into productive members of the team.
- Selected to collaborate with firm's Knowledge Base Coordinator to update and streamline documentation; helping support personnel and end users interact properly with hardware and software.

PROFESSIONAL EXPERIENCE (continued)

Cloud Managed Services Group

May 2021 - July 2021

Service Desk Technician; Intern

Provided Tier 1 support of service for a managed service provider.

- Inventoried over 250 Client computer systems; checked for outdated OS and Hardware.
- Diagnosed, troubleshooted, and resolved a wide range of software, hardware, and connectivity issues; addressing problems with Windows 7 and Windows 10 OS.
- Communicated with clients to inform them of incident progress, implemented changes, and agreed outages using ConnectWise.

United States Army

2005 - 2019

Army Band Musician

Managed all training data entry into the central database for a 40-person team. Led band as a Drum Major and Conductor on high profile performances. Collaborated with the Operation section to smoothly run the team.

- Supervised, trained, and mentored a 4-person team in all aspects of performance as a Rock/Jazz Group resulting in over 150 community concerts.
- Maintained 100% of unit property book worth \$1M+ for 2-month transition with no discrepancies.
- Oversaw over \$130K worth of percussion and chemical equipment.
- Mentored 4-member team for an inspection; received highest ratings in all areas.

Operations Supervisor

Served as Operations Supervisor for over 50 performances; ensured all logistic and ground movements were managed.

- Facilitated Substance Abuse program for 40-person unit; completed over 25 urinalyses with 100% accuracy.
- Led and motivated a 5-person team for 6 months with a 100% success rate.
- Reconstructed supply record keeping ensuring readiness; accounted for over \$50K in supplies.
- Executed over 140 Human Resource transactions without error.

EDUCATION

ECPI University, Richmond, VA

Bachelor of Science in Computer & Information Sciences, Cybersecurity, GPA 3.7 | Summa Cum Laude

Relevant Coursework: Advanced Cyber Security, Ethical Hacking, Advanced Defense and Countermeasures, Service Desk Fundamentals, Windows Active Directory, Advanced Windows Server, Intermediate Routing & Switching/Lab, Linux Administration, Computer Configuration, Cloud Solutions, Network Scripting, Introduction to Programming (Python)