



A.S Information Technology

Northern Virginia Community College - Annandale, VA

Skills summary:

- Ability to work under pressure to resolve critical production issues
- Experience with issue tracking tools such as Autotask and ConnectWise
- Experience with backup solutions such as Symantec Backup Exec, Nimble, Veeam, Ctera, Asigra, eVault, Datto, StorageCraft ShadowProtect, DropSuite
- Familiarity with anti-virus solutions and management such as Symantec Endpoint Protection, Webroot, Cylance, CrowdStrike and BitDefender
- Knowledge of Server OS 2012 R2-2022
- Extensive knowledge of Windows 10 and Mac OSX
- Experience with Office 365, Google Apps, and Intermedia
- Experience with Anti-Spam solutions (IronScales, Proofpoint, AppRiver, Mimecast)
- Experience with VPN technologies Cisco AnyConnect, Cato, and FortiVPN, Azure VPN
- Experience with OS virtualization and administration (VMware / Hyper-V)
- Experience working with vendors (Symantec, Cisco, Dell, Microsoft, Intuit, Sage, Unifi, AutoDesk]
- Experience with cloud service providers Amazon AWS and Microsoft Azure

Mid- Size MSP- Sterling, VA – Service Desk Technician III/Pod Lead (December 2023-May 2025)

- Provided escalation support for level 1 and level 2 technicians
- Contributed to the knowledge base system by creating SOPs for the various clients and applications being supported
- Worked with overseas team to increase utilization of resources by creating systems and network checklists that aligned with the services subscribed to
- Assisted in the growth of the junior technicians by providing one on one meetings to ensure all policies and procedures were being adhered to and assisting with unresolved issues
- Responsible for the maintenance of systems and network equipment to include, patching, firmware upgrades, backups, monitoring, and performance
- Management of corporate devices utilizing AutoPilot/Intune and JAMF
- Worked closely with point of contacts for all clients to answer any technical questions or concerns, provide guidance on procedures, create forms to make ticket submissions easier
- Worked closely with management in Security and Engineering departments to discuss ongoing projects and initiatives so the service desk is fully aware of upcoming changes

Same MSP- Sterling, VA – Senior Network Engineer (May 2021-November 2023)

- Contracted as onsite support as part of the Security Team
- Provisioned lab environment for proof-of-concept testing for utilization by the IT team
- Owner of the product Duo two factor authentication which protects all business-critical applications and services with multi factor authentication
- Utilization of zScaler to secure all inbound and outbound communication to corporate endpoints to include domain blocking, url category control, bandwidth control all controlled with dynamic rules based on department and location
- Investigated alerts sent from parent company related to abnormal activities detected and provided final report based off investigation

- Collaborated with Firewall team in hardening security at both perimeter and internal levels by implementing security best practices in areas where security was most vulnerable
- Participated in on-call rotation for after hours escalations

Mid-Size MSP Centreville, VA – Help Desk Manager/Senior Client Consultant (June 2017-April 2021)

- Managed a team of four help desk technicians and served as a primary escalation point for Tier 2/Tier 3 incidents
- Mentored help desk technicians to close skill gaps that were identified and boost productivity in the help desk
- Participated as a member of the Projects team and completed projects such as File Server Cutovers, Physical Server to Virtual Server Migrations(vmWare), SharePoint migrations (SBS to Office 365), Office 365 migrations (Exchange 2010 to Office 365), and complete network overhaul (Replaced all EOL Cisco equipment with new Unifi equipment for routing, switching, and wireless)
- Participated as a member of the Escalation Support Team to take on Tier 2/Tier 3 incidents and get to root cause of network/system problems
- Spearheaded mission to centralize SOP documentation and break fix solutions into a Knowledge Base
- Participated as a member of the Onsite Consultants managing all aspects of our client's IT needs from break/fix to proposing solutions to improve workflow and increase overall business efficiency

Mature Mid-Size MSP- Chantilly, VA – Team Lead (Dec. 2016-May 2017)

- Managed a team of four engineers and served as the primary escalation point
- Managed 30 key clients that were a mix of co-managed clients and complete IT managed clients ranging between 10-200 employees
- Oversaw all ongoing projects for clients and ensured all documentation was accounted for
- Communicated with point of contacts for clients to ensure support was always excellent through weekly or bi-weekly review meetings
- Performed domain level migration for clients still on Server 2003
- Managed and provisioned servers in AWS and Azure
- Performed physical to virtual migrations to decommission assets on premise and establish a scalable environment in the cloud
- Ran and reviewed daily reports to ensure team members were keeping up to date with support tickets based on priority
- Performed maintenance on SANs, ESXi, vCenter, Hyper-V, Exchange which included firmware updates, patches, and re-structuring
- Provided recommended solutions to improve stability and performance to Account Managers that would later be scoped as either a project or small project
- Reported to C level management on a weekly basis to discuss progress made with internal projects
- Worked with R&D team on occasion to propose and implement changes into key tools we were using internally

Same MSP Chantilly, VA - Systems Administrator (Sep.2013-Dec. 2016)

- Worked as part of the service desk team as a Tier 3 systems engineer as a point for escalation for Tier 1/2 issues and primary on all server environment issues
- Managed and maintained client servers and applications.
- Created SOP guides for user creation based on client requirement.
- Management of RDS and Citrix environments for larger clients to ensure optimal performance.
- Monitored and troubleshoot all backup issues for clients on a variety of backup suites.

- Worked with customers to configure and resolve GPO, DNS and Active Directory replication issues.
- Assisted with creation of Group Policies to improve user/computer management and functionality.
- Experience with renewing and changing 3rd party certificates on Exchange 2007/2010/2013 and IIS 6.0/7.0.
- Administration and Management of Exchange environments both on premise and cloud hosted such as Office 365.
- Administration and management of all servers both physical and virtual.
- Deployed and configured virtual servers in VMware/ Hyper-V environment
- Administration and Management of user permissions for SharePoint 2007/2010, SharePoint through Intermedia and Office 365.

Large National MSP- Sterling, VA - Tier 1 Support (May 2012 – September 2013)

- Worked at the service desk as a Tier 1 technician in a fast-paced environment managing clients with dynamic environments.
- Main responsibilities included diagnosing desktop and VOIP issues and escalating to Tier 2 technicians when issue could not be resolved under reasonable amount of time.
- Involved with working with both on premise and cloud environments for exchange servers.
- Primarily responsible for end user password resets/creations, computer virus removal/cleanup, application install/troubleshooting

Certifications: ITIL 4 Foundation, Azure Fundamentals, Security, Compliance, and Identity Fundamentals, Microsoft 365 Fundamentals