
SUMMARY

Seasoned IT manager with Computer Science degree and 8 years of industry experience. Well versed in project management, customer service, and help desk support. Ready to plan, deploy, and maintain tailored solutions for any work environment.

EXPERIENCE

IT Manager

Public-Sector MSP

October 2018 – Present, Washington, DC

- Managed small team of Salesforce SMEs and Front End developers to deliver custom data analysis dashboard and CRM solution.
- Managed and coordinated with IT support staff for office environment supporting more than 40+ users utilizing Crestron, Kadence, and Meraki technologies.
- Provided on-site and remote support to more than 30 clients with diverse IT needs, including telecom locators, non-profits, and small retail business.
- Managed client domain services through Active Directory and Microsoft 365 Entra, providing access to SSO applications, Teams soft phone services, and security groups.
- Managed the deployment, maintenance, and troubleshooting of client Windows 10 and 11 endpoints.
- Managed the planning, installation, and maintenance of physical and virtual network infrastructure utilizing Cisco Meraki and Ubiquiti Unifi platforms.
- Managed the deployment and maintenance of roaming devices - including cell phones, laptops, tablets, etc. - in general use and specialized environments through Meraki MDM and Apple Business Manager.
- Streamlined issue resolution processes by developing a comprehensive standard operating procedures and documentation, improving ticket response time, and enhancing overall customer satisfaction ratings.

Desktop Support Technician Tier I

Office of the Chief Technology Officer

September 2016 - October 2018 Washington, DC

- Provided a remote desktop and mobile device support to employees of 10+ Washington, DC government bodies including MPD, DGS, and DCPS.
 - Created and managed Active Directory and Microsoft Exchange multiple accounts for District Government employees.
 - Performed detailed troubleshooting for Windows 7, 8.1 and 10 desktops environments, Microsoft Office, and O365 applications.
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EDUCATION

Bachelors of Computer Science

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SKILLS

Programming Languages and Platforms: C/#!/++, Java, Python, Flask, Bash, CSS, HTML

Computer Environments: Windows 7, 8.1, 10, and 11. Linux Debian, Ubuntu. pfSense

Proficiencies: Creating and maintaining client, and vendor relationships. Adept at leading small teams in accomplishing client-driven projects.