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## **Professional Summary**

Certified IT Professional with a combination 4 years of hands-on technical skills with outstanding communication and inter-personal skills. Looking to combine technical with customer service skills to be an asset to a professional organization.

## **Technical Skills**

|                                  |                         |                          |
|----------------------------------|-------------------------|--------------------------|
| Comptia A+ 2018                  | Microsoft Office Suite  | Troubleshooting Software |
| Comptia Net+2019                 | Windows 7, 8, 8.1,10,11 | Troubleshooting Hardware |
| Microsoft office specialist-2021 | Networking              | Command Line             |
| macOS Sonoma Essential           | Microsoft Azure: Active |                          |
| Training 2024                    | Directory               |                          |

## **Soft Skills**

|                      |                        |                          |
|----------------------|------------------------|--------------------------|
| Problem Solving      | Professional Attitude  | Team Oriented            |
| Communication Skills | Analytical Skills      | Time Management          |
| Collaboration        | Interpersonal Skills   | Creative Thinking Skills |
| Dependable           | Troubleshooting Skills | Critical Thinking Skills |

## **Professional Experience**

### **Large National MSP Rockville, MD, End User Support**

**08/2022 - Present**

- Assist users daily with computer issues
- Configure VPN connection
- Assist other team members with escalation
- Configure computers for daily use
- Use JMS ticketing system
- Create accounts in Active Directory
- Grant user's folder permission
- Troubleshoot various enterprise applications (chrome, Adobe, office, 8x8, ETC...)
- Assist users with Network printer connectivity

### **Mid-Sized MSP- Gaithersburg, MD Service Desk Engineer 2**

**04/2019 – 04/2022**

- Set up computers for users for multiple companies
- Created user account on customer servers
- Helped customers with daily computer issues
- Configured VPN connection
- Performed escalations for other team members
- User management using AD Users and Computers - password resets, security groups to manage file/application/server access, modifying AD attributes in Attribute Editor
- Experience using the admin portal of Office 365 and Azure AD

- Whitelisting/blocking email/IP addresses in the security center
- Used ticketing system to communicate with and assist users
- Trained new hires

#### **Gaming Store- Gaithersburg, MD**

**08/2018 – 04/2019**

##### **Cashier**

- Processed and order daily and weekly inventory, while maintaining bottom line costs
- Assisted customers with orders and payments
- Addressed customers' questions and concerns

#### **Food Service-Rockville, MD**

**09/2013 – 06/2018**

##### **Manager/Casher**

- Addressed customers' questions and concerns
- Handles logistics regarding catering orders and deliveries
- Executed training and facilitated onboarding of new employees
- Worked in collaboration with management team
- Processed customer orders
- Managed 5-8 People
- Processed and order daily and weekly inventory

### **Technical Experience**

#### **Per Scholas IT Training - Silver Spring, MD**

**11/2018 – 03/2019**

##### **Student/Trainee**

- Configured Cisco routers and interfaces to gain more familiarity with network administration
- Installed various virtual operating systems for use with Windows Hyper-V Manager
- Added and removed accounts from domains in Windows Server 2016
- Configured DHCP scopes and static IP addresses

### **Training/Certification/Education**

#### **Training - Per Scholas IT Training - Silver Spring, MD**

**11/2018 – 03/2019**

- CompTIA A+/Network+ training/400+ hours of hands-on technical training

##### **Certifications**

- CompTIA A+
- CompTIA Net+
- Microsoft office specialist

##### **Education**

- Watkins Mill High School, Gaithersburg, MD

**09/2007**