

Candidate Information

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

Beaton, Tondelya Nekeisha (481948) applied for job: Desktop Support Technician (211294)

Step HM Review/Interview	Latest Submission Medium Online	Recruiter Michael Morning
Status To be Reviewed	Source LinkedIn Social Status	Hiring Manager Carla Smith
Creation Date Dec 21, 2021	Submission Type External	

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The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [editedresume.docx](#)

Personal Information

First Name
Tondelya

Middle Name
Nekeisha

Last Name
Beaton

Address (line 1)
833 Huntington Way Nw

Zip Code, City & County
30047 > Lilburn > Gwinnett

Place of Residence
United States > Georgia >
Atlanta

Primary Phone Type
Mobile Phone

Area Code
678

Phone Number
9074139

Email Address
bnekeisha@gmail.com

Preferred Salary
70000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Masters Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
nekeibeaton

Source Tracking

General
Job Board

Specific
LinkedIn Social Status

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
DeVry University

State where Institution is located?
georgia

Other Program
BUSINESS ADMINISTRATION

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Student name while attending the program
tondelya bronner

Start Date
Sep, 2001

Graduation Date
Oct, 2005

Education 2

Other Institution
Strayer University

State where Institution is located?
georgia

Other Program
ADULT AND CONTINUING EDUCATION

Education Level (Achieved)
Masters Degree

Have you graduated?
Yes

Student name while attending the program
tondelya beaton

Start Date
Jan, 2007

Graduation Date
Jan, 2011

Education 3

Other Institution
Strayer University

State where Institution is located?
georgia

Other Program
MANAGEMENT

Education Level (Achieved)
Masters Degree

Have you graduated?
Yes

Student name while attending the program
Tondelya Beaton

Start Date
Jun, 2013

Graduation Date
Jun, 2017

Work Experience

Work Experience 1

Current job

Other Employer
Zoom US

Other Function
Technical Support Engineer

Start Date
Nov, 2019

Achievements

Tier 2 Provide awesome customer service Detail oriented
Able to multitask Able to adhere to a schedule and service
metrics Host meetings and provide training to customers /
users Provide hardware and software support Work with

Premier / Premier Plus customers Experience with H323 and SIP protocols from a hardware and network standpoint. Experience and knowledge of PBX systems when it comes to support Administration of Exchange, 365, or Google Apps email and calendaring tools. Provide Active Directory federation and Single-Sign-On Experience managing a virtualized infrastructure. Programming experience, including mobile app development with SDKs, REST API usage, and HTML / CSS. Experience in administration of the following: Learning Management Systems and Learning Tools Interoperability (LTI), InfusionSoft, Marketo, Salesforce Pardot, Ontraport or other marketing tools Work with major corporations such as JP Morgan Chase, Walmart, UPS, on a timed SLA Train and Support teammates. Provide documentation updates to our support page support. zoom.us Provide important Jira's to our major chat channels to have them placed on the status. zoom.us page Collaborate with team members to solve advanced issues.

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
Careerbuilder-US

Other Function
Help Desk Support Technician III

Start Date
Dec, 2016

End Date
Nov, 2019

Achievements

Top Performer Software and Hardware Troubleshooting
Writer of technical documentation for multiple processes
VPN Support Exchange / Powershell SME Okta SME
Lifecycle SME

OK to contact employer?
Yes

Certifications

Certification 1

Number/ID
nekeibeaton

Questionnaire

Question	Answer	Required/Asset	Result
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1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

Nekeisha Beaton

833 Huntington Way Nw

Lilburn, Georgia 30047

Phone: 678-907-4139

nekeibbeaton@icloud.com or bnekeisha@gmail.com

Offering an award-winning track record of customer care excellence within high-volume environments that include:

- Call Center Leadership
- Troubleshooting/ Problem Solving
- Excellent Verbal Communication
- Team Building
- Coaching and Development
- Leadership/Supervisory Support
- Technical/ User Support
- Excellent Interpersonal Relationships
- Reports and Documentation
- Twelve Years of commended performance in key customer service and leadership roles.
- White and Green Belt Certified
- Helpdesk Technician of the Year 2018

Professional Experience

November 4, 2019 to Current

Zoom US

Alpharetta, Georgia

Tier 2 Technical Support Engineer

- Provide awesome customer service
- Detail oriented
- Able to multitask
- Able to adhere to a schedule and service metrics
- Host meetings and provide training to customers/users
- Provide hardware and software support
- Work with Premier/Premier Plus customers
- Experience with H323 and SIP protocols from a hardware and network standpoint.
- Experience and knowledge of PBX systems when it comes to support
- Administration of Exchange, Office 365, or Google Apps email and calendaring tools.
- Provide Active Directory federation and Single-Sign-On administration
- Experience managing a virtualized infrastructure.
- Programming experience, including mobile app development with SDKs, REST API usage, and HTML/CSS.
- Experience in administration of the following: Learning Management Systems and Learning Tools Interoperability (LTI), InfusionSoft, Marketo, Salesforce Pardot, Ontraport or other marketing tools
- Work with major corporations such as JP Morgan Chase, Walmart, UPS, on a timed SLA
- Train and Support teammates.
- Provide documentation updates to our support page support.zoom.us
- Provide important Jira's to our major chat channels to have them placed on the status.zoom.us page
- Collaborate with team members to solve advanced issues.

December 16, 2016 to November 1, 2019

Careerbuilder-US

Norcross, Georgia

Help Desk Support Technician III

- Top Performer
- Software and Hardware Troubleshooting
- Writer of technical documentation for multiple processes
- VPN Support
- Exchange/Powershell SME
- Okta SME
- Lifecycle SME
- Zoom SME
- Atlassian Administrator
- Service Now usage for ticketing and documentation
- Average of 25 to 30 tickets per day
- Unified Communications Support
- VDI/VSphere Troubleshooting
- BOMGAR user (Remote desktop)
- Provisioning of New Hires using Active Directory, Office 365, Enterprise Exchange, and Service Now
- Active Directory management
- Respond to queries either in person, over the phone, or through the ticketing system
- Write training manuals and manage team information page.
- Train new hires at start of position
- Ask probing questions to determine nature of problem.
- Walk customer through problem-solving process using awesome customer service
- Install, modify, and repair computer hardware and software.
- Run diagnostic programs to resolve problems.
- Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems.
- Install computer peripherals for users.
- Follow up with customers to ensure issue has been resolved.
- Gain feedback from customers about computer usage.
- Run reports to determine malfunctions that continue to occur using Nexthink (Seer)

August 24, 2015 to October 13, 2016

Lexis Nexis

Alpharetta, Georgia

Technical Analyst II Batch/XML/IDM/IDMS Production Support

- Provide technical support for proprietary products and services such as Accurant, Risk, Instant ID, IIDQA, IDMS, IDM, Instant Reporting, Batch Services, XML, Billing, Reporting, and etc.
- Browser, System, and Hardware troubleshooting.
- Provide IP maintenance for all products to prevent connection issues
- Multitask through different system and tools to provide accurate resolutions while maintaining efficiency
- Identify issues and causes as well as resolutions for access issues, search / data issues, etc
- Request and analyze Root Cause Analysis for maintenance or outage issues
- Join Bridge/or conference calls as needed for troubleshooting
- Work along multiple level 2 teams and identify when an escalation is needed

- Troubleshoot FTP connections, file errors, gateway processes, bankruptcy scrubs, bankruptcy monitoring, batch wizard, landing zone modifications, and work request enhancements.
- Provide account manager and client education on batch processes (file failures, connectivity, logs, etc)
- Review XML logs and transactions for resolving failures, connection issues, timeouts, and IP failures
- Attend refresher trainings to enhance career progression and daily product use
- Provide On-Call services on a rotated basis
- Escalate and communicate with Engineers, Account Managers, Level 2 support, Directors, Managers and XML consultants on a daily basis.
- Maintain attention to detail
- Maintain Critical thinking skills
- Work along with a team of 6 individuals and management to ensure quality performance
- Submit updates and enhancements to ensure accuracy in our tools and resources
- Adhere to a schedule and company metrics to uphold productivity.
- Provide monthly achieved goals and schedule Lead meetings with management
- Provide creative ideas for team building
- Be a motivational team member
- Provide positive quotes to my team members for enhancing employee morale
- Maintain a group chat daily using Skype to ensure communication of news and updates and team communication
- Maintain security protocol when handling sensitive data
- Maintain documentation of all calls and emails for Quality purposes, reporting, and enhancement of processes
- Processor of Linux commands to run failed files on multiple servers
- Provider of knowledge on how to install certificates on servers so, the client is able to code their server properly.
- Proficient in using JIRA to submit tickets and documentation

April 7, 2015 to August 21, 2015-Contract Position Autotrader/Cox Communications Atlanta, Georgia

Inventory Support Analyst

- Provides answers to clients by identifying problems, researching answers, and guiding client through corrective steps.
- Provides “Ultimate Customer Service” on a daily basis to internal and external customers
- Attends team meetings and trainings to enhance development
- Recognized for efficiency, good customer service, and continued efforts from internal and external customers.
- Improves system performance by identifying problems and recommending changes
- Multitasks through different systems and tools (ie Dealer’s Site, Salesforce, WFM, IOL, and etc)
- Works efficiently with team members to ensure performance metrics are met.
- Participant in community relations and team building projects
- Team motivator and innovator of new ideas and changes for efficiency
- SME for SQL processes
- SME for Salesforce
- SME for New contract completion and execution
- Maintain the team blog to provide new enhancements and product knowledge
- Attend townhall meetings
- Attend monthly meetings monthly for coaching and feedback

October 7, 2013 - April 5, 2015

AT&T Mobility

Atlanta, Georgia

Product Management Center-Analyst

- Assist and resolve issues with new incubated products prior to launch
- Track trends in relation to new incubated products
- Provide input on resolutions for major trends
- Attend conference calls for major projects – (Launch of new iPhone 5S and 5C, Galaxy Watches)
- Create Blogs and Forums regarding information on the wireless products for customer service and technical support
- Work along efficiently with a team of 18-20
- Monitor and Score Calls
- Provide Coaching and feedback to monitored calls
- Resolve Network Escalations
- Reach out to the NOC technicians for consultations on new products
- Work along with major vendors such as Apple, Samsung, and Motorola to assist with software and hardware concerns
- Create and upload documents for associates regarding outages and other information using SharePoint
- Create cases for complex issues
- Use multiple systems to resolve issues for customers.
- Provide Quality service for our escalated customers to ensure that we have awesome surveys achieved by 60%
- Approve Payroll and Time Cards using Kronos
- Adjust Time using Kronos
- Adhere to a specific schedule including meetings and conference calls
- Make adjustments to major billing issues exceeding 500.00
- Manage VIP/Premier Accounts
- Assign different queues for 70 analysts
- Provide incentives for the analysts such as promotion, performance appraisals, and contests
- Manage Analysts schedules via Totalview IEX
- Submit Vacation, Personal time, and Sick time requests to Work Force Management within a timely manner
- Perform Audits regarding time, pay, adherence, and etc.
- Run Reports using multiple systems to show customer satisfaction and performance
- Complete trainings and Management courses to enhance performance
- Provide night time support for up to 70 analysts when short staffed.
- Run reports for Analyst Availability
- Provide a fun environment for the Analysts so they are able to provide excellent customer satisfaction.
- Hold team meetings and huddles for information updates
- Provide presentations on rising issues for the Call Center Director and Area Managers
- Manage a line of live devices for testing and for analysts to duplicate issues by using a heavy tracking system
- Manage AT&T social media site T-space
- Answer troubleshooting questions on the att.com website for immediate resolutions.

December 10, 2012- September 27, 2013

State Farm

Atlanta, Georgia

Support Center Specialist-Contract Position

- Assist and resolve business application issues for over 65,000 agents and team members.
- Compose and send communications to associates about new process updates.
- Share ideas to motivate employees to reach personal and company goals.
- Follow procedures to resolve issues using a knowledge database.
- Troubleshoot hardware and software issues.
- Provide a remarkable customer service experience on a day to day basis with internal associates.

February 20, 2012- November 26, 2012

Home Depot

Atlanta, Georgia

Human Resource Contact Associate-Contract Position

- Assist and resolve garnishment, paycheck, benefits, and scheduling issues for over 2, 500 employees.
- Compose and send communications to associates about new process updates.
- Share ideas to motivate employees to reach personal and company goals.
- Attentive regarding detail to resolve errors in payroll processes.
- Knowledgeable of Release of Information standards, policies & procedures and HIPAA regulations and to complete work in compliance of these and other standards.
- Assist with the safeguard of personnel files and information. (subpoena's, legal, and medical documents)

09/29/2006 to 01/09/2012

Verizon Wireless

Alpharetta, Georgia

Lead Technical Analyst

- Troubleshoot hardware and software issues.
- Compose and send communications to Care and Technical support Department about new product updates and troubleshooting tips.
- Share ideas to motivate employees to reach personal and company goals.
- Score and Monitor calls for Quality purposes using Witness
- Provide new policies and procedures for enhancement of tools and resources
- Provide team building activities
- Provide “out of the box” solutions to diffuse escalated customers
- Point of contact while my Supervisor is out of the office and conduct supervisory roles.
- Assist current supervisor with the following daily job related assignments: Closing out Remedy Tickets for my team and entire Technical Support Group, resolving escalated phone calls, making follow-up calls to customers in reference to NPS surveys and to customers who may appear at high risk of churn.

2/24/2008 to 9/15/2008

Verizon Wireless

Alpharetta, Georgia

Internet Response Team-Executive Relations

- Handle escalated concerns via an email response and callback.
- Assisted with the new hire training for 5 to 6 individuals.
- Implemented training course for new recruits and increased speed of response for First Contact Resolution.
- Reduced Repeat emails by 10%.
- Provide “out of the box” solutions to resolve customer’s issues.

11/22/2007 to 2/24/2008

Verizon Wireless

Alpharetta, Ga

Training Assistant for new hires

- Mentor/ coach a team of approximately 30- 35 frontline customer service representatives while providing Training Assistant support.
- Provide supervisory role in the absence of direct supervisors to teams of 10-20 in customer service.
- Assist with all team members to ensure they are performing at their maximum capability to achieve all requirements.
- Conduct training on new products, services, policies/procedures and Methods and Procedures to new hires.
- Maintain accurate records of employee performance, attendance, and development.
- Review staffing needs to ensure positive impact on call volume and service level.
- Handle escalated customer concerns.

Education

DeVry University- Decatur, Georgia

Bachelor of Business Administration, 11/2005

Strayer University- Alpharetta, Georgia

Masters of Adult Education, 05/2011

Strayer University- Morrow, Georgia

Masters of Science in Business Management, 05/2017

**References are available upon request/Gaps in dates represent two weeks' notice served to employer.*

Byrd, Adreen M. (482875) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
LinkedIn

Hiring Manager
Carla Smith

Creation Date
Dec 27, 2021

Submission Type
External

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Candidate Attachment List:

Resume

1. [Adreen Byrd Resume.pdf](#)

Other Attachments

1. [Adreen Byrd References.pdf](#)
2. [CompTIA Security+ \(2008 edition\) certificate.pdf](#)
3. [Adreen Byrd Transcript.pdf](#)

Personal Information

First Name Middle Name Last Name
Adreen M. Byrd

Address (line 1)
304 Maupas Court

Zip Code, City & County
31313 > Hinesville > Liberty

Place of Residence
United States > Georgia >
Savannah

Area Code Phone Number
228 2390772

Email Address
mrs091812@gmail.com

Preferred Salary
\$55,000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Bachelor Degree

National Service Programs in which you have participated:
Red Cross, Other

Describe any Volunteer
Experience
Recipient of the Volunteer
Award, Volunteered
over 450hrs to varies
organizations throughout the
Military.

Military Service
Active Military? Dates/Branch/Rank
No Retired

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?

Candidate Name
Byrd, Adreen M. (482875)

Job Title
Desktop Support Technician (211294)

No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
Mrs091812

Source Tracking

General
Social network service

Specific
LinkedIn

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Institution
Ashford University (Franciscan University of the Prairies)

State where Institution is located?
California

Other Program
Organizational MANAGEMENT

Education Level (Achieved)

Bachelor Degree

Have you graduated?
Yes

Student name while attending the program
Adreen Byrd

Start Date
Mar, 2016

Graduation Date
Sep, 2019

Work Experience

Work Experience 1

Current job

Other Employer
United States Army |

Other Function
Operations Manager

Start Date
Jan, 2004

Achievements

Various Locations Super vised, installed, employed, maintained, troubleshoot, and assisted users with battlefield signal support systems, ter minal devices, satellite communications equipment, and automated telecommunications computer systems to coordinate local area networks, wide area networks, and routers • Operated and performed preventive maintenance checks and services (PMCS) on assigned vehicles and power generators • Integrated the implementation of signal systems and networks as well as delivered unit- level maintenance and analysis on the installation of authorized signal equipment and associated electronic devices. • Trained and provided technical assistance and solutions to users of signal equipment as well as prepared maintenance and supply requests for unit- level signal support | PG. 2 | Fort Stewart, Georgia Senior Comm unications subject matter expert and advisor to the Brigade, staff, and subordinate managers on all signal suppor t requirements for seven field officers. Perfor med field- lev unit maintenance on authorized C&E systems and COMSEC devices and prepared maintenance and supply requests for field-level signal support. • Installed, maintained, diagnosed, and resolved end-user inquiries and service requests related to the operation and use of desktop, laptop, printers, operating systems, and related IT systems • Identified, researc hed, and resolved technical problems including documenting and monitoring problems in cases to ensure satisfactory and timely resolution • Designed and managed the planning, connectivity, and maintenance of strategic and tactical communications assets and systems; developed policies and procedures to ensure 100% compliance. • Identified multiple IT problems and implemented change management in 7 dispersed locations, resulting in immediate increased capability and organizational growth

OK to contact employer?
Yes

Reason for leaving
Retiring

Work Experience 2

Current job

Employer
United States Army

Other Function
Information Security Manager

Achievements

| Supervised the 24-hour network and help desk; managed and directed communications security (COMSEC) accountability for the security, care, and maintenance of communications equipment valued at \$2.2M • Operated and conducted preventive maintenance checks and services (PMCS) on assigned vehicles and power generators. • Supervised and performed management and administrative duties related to personnel, systems operations, service delivery, and logistics. • Analyzed BIT / BITE diagnostics and relayed feedback to isolate faults or events to the Line Replaceable | Supervised activities, including maintaining personnel records, counseling, and processing personnel actions for service members and their families. • Participated in occupational classification, consultation, counseling, and managing human resources for the

OK to contact employer?
Yes

Certifications

Certification 1

Certification
CompTIA Security+

Organization
COMPTIA

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2

3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

ADREEN M. BYRD

Hinesville, GA 31313

(228) 239-0772 | mrs091812@gmail.com

<https://www.linkedin.com/in/adreen-byrd>

INFORMATION SYSTEMS | COMMUNICATIONS

Dynamic, highly accomplished Information Technology Manager and Military Veteran (Military Senior Leader - Sergeant First Class) leveraging over 15 years of proven experience in network systems, cyber security, operations, and communications. Oversaw teams of more than 7 technicians in an innovative, fast-paced environment. Exhibits proficiency in IT operations such as battlefield support systems, terminal devices, satellite communications equipment, and automated telecommunications computer systems. Possess a comprehensive background in risk management, senior leadership, network design, TCP/IP configuration, and compliance. Recognized as a hardworking individual while maintaining a high level of customer trust and confidence, building teams at all levels of management, and coordinating activities within departmental technology projects encouraging vigorous willingness and leadership capacity to meet and exceed high standards within a changing environment. Career supported by **Active Top-Secret, SCI Security Clearance**.

- Network Administration
- Data Management
- Software and Hardware
- Cross-Functional Leadership
- Network Security
- Training and Mentorship
- Organizational Communication
- Project Management
- Data Analysis
- Information Assurance
- Project Management
- Troubleshooting

EDUCATION | CERTIFICATIONS

Bachelor of Science (B.S.) Non-Profit/Public/Organizational Management | Ashford University | 2019

CompTIA Security+ Certification | 2010

Professional in Human Resources (PHR) | United States Army | 2016

Advanced Individual Training Instructor | United Prevention Leader Course | Information Assurance Course

Advanced Joint Professional Military Education Course | Master Resilience Training Course |

Equal Opportunity Leaders Course | Senior Leadership Course | CompTIA A+ Course

Advanced Leadership Course | Information Assurance Course

TECHNICAL COMPETENCIES

Software: Microsoft Office Suite 365, SharePoint, Google Doc, Cryptography, Netscape, Adobe

Networking: LAN, WAN, VPN, Wireless, Switches, Routers, Wi-Fi

Processes: Change Management, Imaging, OSI Model, Active Directory

Operating Systems: Linux, Mac, Windows Server 2008, Windows XP, 7 & 8

PROFESSIONAL EXPERIENCE

United States Army | Various Locations

2004 –

Present

Operations Manager

Supervised, installed, employed, maintained, troubleshoot, and assisted users with battlefield signal support systems, terminal devices, satellite communications equipment, and automated telecommunications computer systems to

coordinate local area networks, wide area networks, and routers

- Operated and performed preventive maintenance checks and services (PMCS) on assigned vehicles and power generators
- Integrated the implementation of signal systems and networks as well as delivered unit-level maintenance and analysis on the installation of authorized signal equipment and associated electronic devices.
- Trained and provided technical assistance and solutions to users of signal equipment as well as prepared maintenance and supply requests for unit-level signal support

ADREEN M. BYRD | PG. 2

Senior Information Manager | Fort Stewart, Georgia

Senior Communications subject matter expert and advisor to the Brigade, staff, and subordinate managers on all signal support requirements for seven field officers. Performed field-level unit maintenance on authorized C&E systems and COMSEC devices and prepared maintenance and supply requests for field-level signal support.

- Installed, maintained, diagnosed, and resolved end-user inquiries and service requests related to the operation and use of desktop, laptop, printers, operating systems, and related IT systems
- Identified, researched, and resolved technical problems including documenting and monitoring problems in cases to ensure satisfactory and timely resolution
- Designed and managed the planning, connectivity, and maintenance of strategic and tactical communications assets and systems; developed policies and procedures to ensure 100% compliance.
- Identified multiple IT problems and implemented change management in 7 dispersed locations, resulting in immediate increased capability and organizational growth

Information Security Manager | Schofield Barracks, Hawaii

Supervised the 24-hour network and help desk; managed and directed communications security (COMSEC) accountability for the security, care, and maintenance of communications equipment valued at \$2.2M

- Operated and conducted preventive maintenance checks and services (PMCS) on assigned vehicles and power generators.
- Supervised and performed management and administrative duties related to personnel, systems operations, service delivery, and logistics.
- Analyzed BIT/BITE diagnostics and relayed feedback to isolate faults or events to the Line Replaceable Unit (LRU)

Human Resource Specialist | Mannheim, Germany

Supervised activities, including maintaining personnel records, counseling, and processing personnel actions for service members and their families.

- Participated in occupational classification, consultation, counseling, and managing human resources for the United States Army
- Arranged and filed reports on staffing levels and personnel status, evaluated, and tracked the progress of personnel qualifications for special assignments, reviewed and processed requests for transfer, employment, or reassignment, and processed classification/reclassification actions
- Monitored suspense actions, initiated personnel evaluations, transferred records, and processed soldiers for separation and retirement

ADREEN BYRD
Hinesville, Georgia 31313
(228) 239-0772
mrs091812@gmail.com

REFERENCES

MAJ Adrienne Smith(Ret)
Assistant vCIO, Project Manager
Withum Accounting
372 Franklin Ave, Suite 110325,
Nutley, NJ 07110
301-204-2115

I performed my Military duties and prepared the Initial Entry Soldiers for entry into the operational Army. She can provide insight regarding my strict attention to detail, dedication to my work and ability to complete tasks ahead of schedule with complete accuracy.

SSG Kedria Watson(Ret)
Air Traffic Control Manager
Dallas Love Airfield
1629 Strayhorn, Dr.
Desoto, TX 75115
214-538-6527

I was a colleague with Ms Watson while attending the Senior Leaders Course. Ms Watson can speak on my professionalism in the office and knowledge of Information Technology.

SGT Candace Holmes(Ret)
Owner, Alignment Tea Company
14071 Maddie Cir,
D'iberville, MS 39540
228-223-2448

I assisted Mrs. Holmes while preparing her IT equipment for her business at the Alignment Tea Company. Mrs. Holmes can provide insight regarding my work ethic and high standard of practices.

Adreen Green

has successfully completed the requirements to be recognized as



COMP001020171529

CANDIDATE ID

October 08, 2010

CERTIFICATION DATE

A handwritten signature in black ink, appearing to read "TThibodeaux".

TODD THIBODEAUX, PRESIDENT & CEO

Code: HEGWQNMDDBD4EK9CZ

Verify at: <http://verify.CompTIA.org>

Date: 08/25/20

Ashford University

Page 1 of 4

Student: Adreen M Byrd
Address: 501 Burke Dr Apt 1008
Hinesville, GA 31313-3838

DOB: 09/02/83
StudentID: ADBYRD2693

LDA: 9/9/2019

To: Adreen M Byrd
501 Burke Dr Apt 1008
Hinesville, GA 31313-3838

Grade History

Course Code	Course Title	Credits Attempted	Credits Earned	Grade	Quality Points
Transfer From ARMY					
Term: *NON-TRADITIONAL					
MIL 4359	MANAGEMENT		3.00		
MIL 9000	ARMY ELECTIVE CREDIT		12.00		
MIL 9000	ARMY ELECTIVE CREDIT		12.00		
MIL 9000	ARMY ELECTIVE CREDIT		6.00		
MIL 9000	ARMY EXPERIENTIAL ELECTIVE CREDIT		3.00		
MIL 3858	INTRODUCTION TO COMPUTERS		3.00		
MIL 9000	ARMY EXPERIENTIAL ELECTIVE CREDIT		11.00		
			<u>50.00</u>		
			Total Transfer Credits:		50.00

Program Bachelor of Arts Program

Start Date 07/12/16 Enroll Status Drop/Withdrawal
GPA 3.46

Term: 5_1629 (7/12/2016 - 8/15/2016)

EXP 105	PERSONAL DIMENSIONS OF EDUCATION	3.00	3.00	A	12.00
Term GPA =	4.00	Cum GPA =	4.00		
		<u>3.00</u>	<u>3.00</u>		<u>12.00</u>

Term: 5_1634 (8/16/2016 - 9/19/2016)

ENG 121	ENGLISH COMPOSITION I	3.00	3.00	A	12.00
Term GPA =	4.00	Cum GPA =	4.00		
		<u>3.00</u>	<u>3.00</u>		<u>12.00</u>

Term: 5_1639 (9/20/2016 - 10/24/2016)

MAT 221	INTRODUCTION TO ALGEBRA	3.00	3.00	B+	9.90
Term GPA =	3.30	Cum GPA =	3.77		
		<u>3.00</u>	<u>3.00</u>		<u>9.90</u>

Term: 5_1644 (10/25/2016 - 11/28/2016)

ENG 122	ENGLISH COMPOSITION II	3.00	3.00	B+	9.90
Term GPA =	3.30	Cum GPA =	3.65		
		<u>3.00</u>	<u>3.00</u>		<u>9.90</u>

Term: 5_1702 (1/10/2017 - 2/13/2017)

Date: 08/25/20

Ashford University

Page 2 of 4

Student: Adreen M Byrd
Address: 501 Burke Dr Apt 1008
Hinesville, GA 31313-3838

DOB: 09/02/83
StudentID: ADBYRD2693

LDA: 9/9/2019

Grade History

Course Code	Course Title	Credits Attempted	Credits Earned	Grade	Quality Points
ENG 225	INTRODUCTION TO FILM	3.00	3.00	B+	9.90
Term GPA = 3.30		Cum GPA = 3.58	3.00	3.00	9.90
Term: 5_1710 (3/7/2017 - 4/10/2017)					
COM 200	INTERPERSONAL COMMUNICATION	3.00	3.00	B	9.00
Term GPA = 3.00		Cum GPA = 3.48	3.00	3.00	9.00
Term: 5_1715 (4/11/2017 - 5/15/2017)					
PSY 202	ADULT DEVELOPMENT AND LIFE ASSESSMENT	3.00	3.00	B+	9.90
Term GPA = 3.30		Cum GPA = 3.46	3.00	3.00	9.90
Total Credits:		71.00	71.00		
Cumulative GPA:		3.46			

Program Bachelor of Arts Program

Start Date 05/15/18 Enroll Status Graduate
GPA 3.15

Term: 5_1820 (5/15/2018 - 6/18/2018)

ENG 125	INTRODUCTION TO LITERATURE	3.00	3.00	D-	2.10
PHI 103	INFORMAL LOGIC	3.00	3.00	C+	6.90
Term GPA = 1.50		Cum GPA = 3.02	6.00	6.00	9.00

Term: 5_1826 (6/26/2018 - 7/30/2018)

ANT 101	INTRODUCTION TO CULTURAL ANTHROPOLOGY	3.00	3.00	A-	11.10
MAT 222	INTERMEDIATE ALGEBRA	3.00	3.00	B+	9.90
Term GPA = 3.50		Cum GPA = 3.11	6.00	6.00	21.00

Term: 5_1831 (7/31/2018 - 9/3/2018)

BUS 303	HUMAN RESOURCES MANAGEMENT	3.00	3.00	B+	9.90
HIS 206	UNITED STATES HISTORY II	3.00	3.00	A	12.00
Term GPA = 3.65		Cum GPA = 3.19	6.00	6.00	21.90

Term: 5_1836 (9/4/2018 - 10/8/2018)

PHI 208	ETHICS AND MORAL REASONING	3.00	3.00	A-	11.10
POL 201	AMERICAN NATIONAL GOVERNMENT	3.00	3.00	B	9.00
Term GPA = 3.35		Cum GPA = 3.21	6.00	6.00	20.10

Term: 5_1841 (10/9/2018 - 11/12/2018)

MGT 435	ORGANIZATIONAL CHANGE	3.00	3.00	A-	11.10
SCI 207	OUR DEPENDENCE UPON THE ENVIRONMENT	4.00	4.00	B+	13.20

Date: 08/25/20

Ashford University

Page 3 of 4

Student: Adreen M Byrd
Address: 501 Burke Dr Apt 1008
Hinesville, GA 31313-3838

DOB: 09/02/83
StudentID: ADBYRD2693

LDA: 9/9/2019

Grade History

Course Code	Course Title	Credits Attempted	Credits Earned	Grade	Quality Points
Term GPA = 3.47		Cum GPA = 3.25			
		7.00	7.00		24.30
Term: 5_1906 (2/5/2019 - 3/11/2019)					
PHI 445	PERSONAL & ORGANIZATIONAL ETHICS	3.00	3.00	B-	8.10
Term GPA = 2.70		Cum GPA = 3.22			
		3.00	3.00		8.10
Term: 5_1907 (2/12/2019 - 3/18/2019)					
MGT 415	GROUP BEHAVIOR IN ORGANIZATIONS	3.00	3.00	B+	9.90
Term GPA = 3.30		Cum GPA = 3.22			
		3.00	3.00		9.90
Term: 5_1911 (3/12/2019 - 4/15/2019)					
MGT 380	LEADERSHIP FOR ORGANIZATIONS	3.00	3.00	C+	6.90
Term GPA = 2.30		Cum GPA = 3.18			
		3.00	3.00		6.90
Term: 5_1912 (3/19/2019 - 4/22/2019)					
SOC 402	CONTEMPORARY SOCIAL PROBLEMS & THE WORKPLACE	3.00	3.00	B+	9.90
Term GPA = 3.30		Cum GPA = 3.18			
		3.00	3.00		9.90
Term: 5_1917 (4/23/2019 - 5/27/2019)					
COM 425	COMMUNICATION IN ORGANIZATIONS	3.00	3.00	B+	9.90
Term GPA = 3.30		Cum GPA = 3.19			
		3.00	3.00		9.90
Term: 5_1922 (5/28/2019 - 7/1/2019)					
GEN 499	GENERAL EDUCATION CAPSTONE	3.00	3.00	B+	9.90
Term GPA = 3.30		Cum GPA = 3.19			
		3.00	3.00		9.90
Term: 5_1927 (7/2/2019 - 8/5/2019)					
MGT 450	STRATEGIC PLANNING FOR ORGANIZATIONS	3.00	3.00	C-	5.10
Term GPA = 1.70		Cum GPA = 3.13			
		3.00	3.00		5.10
Term: 5_1932 (8/6/2019 - 9/9/2019)					
MGT 460	LEADERSHIP PRIORITIES & PRACTICE	3.00	3.00	A-	11.10
Term GPA = 3.70		Cum GPA = 3.15			
		3.00	3.00		11.10
Total Credits:		126.00	126.00		
Cumulative GPA:		3.15			

Date: 08/25/20

Ashford University

Page 4 of 4

Student: Adreen M Byrd

DOB: 09/02/83

Address: 501 Burke Dr Apt 1008
Hinesville, GA 31313-3838

StudentID: ADBYRD2693

LDA: 9/9/2019

Grade History

Course Code	Course Title	Credits Attempted	Credits Earned	Grade	Quality Points
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Degree

Date Awarded

Bachelor of Arts

9/9/2019

Major: Organizational Management

Coleman, Antoine (482089) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Career Section

Hiring Manager
Carla Smith

Creation Date
Dec 21, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [Antoine Coleman Resume.pdf](#)

Personal Information

First Name

Antoine

Last Name

Coleman

Zip Code, City & County

29316 > Spartanburg >
Spartanburg

Place of Residence

United States > South
Carolina > Spartanburg

Email Address

acoleman1215@gmail.com

Preferred Salary

55,000

Willing to relocate?

Yes

Internal Candidate

Citizenship

Work Authorization

I am a US Citizen

Personal Data

Highest Level of Education

Completed

Bachelor Degree

Military Service

Active Military?

No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?

No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?

No

Have you ever worked for the

City of Atlanta?

No

Public Safety Experience

Residence History

Physical Examination

Submission Information

Account Information

Account Status

Candidate Name
Coleman, Antoine (482089)

Job Title
Desktop Support Technician (211294)

Not Locked

User Name
Acoleman1215

Source Tracking

General
City of Atlanta Website

Specific
Career Section

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Institution
University of South Carolina, Spartanburg

State where Institution is located?
South Carolina

Program
Computer Information Systems

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Student name while attending the program
Acoleman1215

Start Date
Aug, 2012

Graduation Date
Dec, 2016

Work Experience

Work Experience 1

Current job

Other Employer
VIA EDWARD COLLEGE

Other Function
Information Technology Specialist

Start Date
Mar, 2017

Achievements

Answered support tickets submitted via online helpdesk. Performed remote and in person troubleshooting and diagnosis. To minimize end-users impact and provide quick turnaround, utilized internal and external resources such as online forums, vendor knowledge base documents, support lines, and teams. Resolved tickets in a broad range including Software, Hardware, VOIP, networking, E-mail, Printing, Active Directory requests and more. Took on responsibility of anti-virus and updating for over 200 endpoints. Assisting with adjusting group policy when needed. Aimed to enforce workstation security without being intrusive on end-user productivity. Manage and maintain a database of company assets, such as PCs and peripherals. This includes deployment logs, weekly stock counts, as well as general information regarding the asset and its current user and location. Assisted in maintaining and reviewing an internal knowledge base which is meant to be an informational resource for other technicians across the various campuses. Subjects documented include common troubleshooting issues, new employer workstation setup, and FAQ for faculty, staff, and students. Hands on experience deploying and decommissioning workstations. Installed required software and hardware for new users and gave IT orientation for best practices.

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
OFFICE DEPOT

Other Function
COMPUTER TECHNICAN /Salesperson

Start Date
Aug, 2014

End Date
May, 2017

Achievements

service / support for consumer products as well as desktop and laptop break fix repair.

OK to contact employer?
Yes

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

ANTOINE COLEMAN

843-754-6899 · ACOLEMAN1215@GMAIL.COM

EXPERIENCE

MARCH 2017 – PRESENT

INFORMATION TECHNOLOGY SPECIALIST, VIA EDWARD COLLEGE

- Answered support tickets submitted via online helpdesk. Performed remote and in person troubleshooting and diagnosis. To minimize end-users impact and provide quick turnaround, utilized internal and external resources such as online forums, vendor knowledge base documents, support lines, and teams. Resolved tickets in a broad range including Software, Hardware, VOIP, networking, E-mail, Printing, Active Directory requests and more.
- Took on responsibility of anti-virus and updating for over 200 endpoints. Assisting with adjusting group policy when needed. Aimed to enforce workstation security without being intrusive on end-user productivity.
- Manage and maintain a database of company assets, such as PCs and peripherals. This includes deployment logs, weekly stock counts, as well as general information regarding the asset and its current user and location.
- Assisted in maintaining and reviewing an internal knowledge base which is meant to be an informational resource for other technicians across the various campuses. Subjects documented include common troubleshooting issues, new employer workstation setup, and FAQ for faculty, staff, and students.
- Hands on experience deploying and decommissioning workstations. Installed required software and hardware for new users and gave IT orientation for best practices.

AUGUST 2014 – MAY 2017

COMPUTER TECHNICIAN/SALES, OFFICE DEPOT

- Provided customer service/support for consumer products as well as desktop and laptop break/fix repair.

EDUCATION

DECEMBER 2016

COMPUTER INFORMATION SYSTEMS, UNIVERSITY OF SOUTH CAROLINA – SPARTANBURG

- Area of focus in Networking and Information Security

SKILLS

- **Hardware installation and troubleshooting:** Motherboards, Processors, Storage, Peripherals, Printers, Drivers, RAM, Cabling, Access Points, and Wireless/Wi-Fi
- **Software and Operating Systems:** MS Windows, Active Directory, Office 365, Automate, Zoom, Malwarebytes console, and Apple OS.
- **Soft Skills:** Customer Service Oriented (10+ years of experience) Troubleshooting, Team Oriented, Communication driven, Quick-learner, and a passion to continuously learn, research and improve

Ejigu, Mengistu (443887) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Career Section

Hiring Manager
Carla Smith

Creation Date
Dec 26, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

1. [Resume.pdf](#)
2. [Cover letter.pdf](#)

Personal Information

First Name
Mengistu

Last Name
Ejigu

Address (line 1)
2053 stone wick ct

Zip Code, City & County
30043 > Lawrenceville >
Gwinnett

Place of Residence
United States > Georgia
> Lawrenceville

Primary Phone Type
Mobile Phone

Area Code
770

Phone Number
9062036

Email Address
ejmengistu@gmail.com

Preferred Salary
1

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of
Education Completed
Bachelor Degree

Are you fluent in any other language other than
English?
AM - Amharic

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH
CITY OF ATLANTA

Are you presently employed by the City of
Atlanta?
No

Are you currently employed by or have you ever been employed by a
company, firm, contractor or other that does business with the City of
Atlanta?
No

Have you ever worked
for the City of Atlanta?

Candidate Name
Ejigu, Mengistu (443887)

Job Title
Desktop Support Technician (211294)

No
Public
Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked
User Name
Ejmengistu@gmail.com

Source Tracking

General
City of Atlanta Website
Specific
Career Section

Submission Medium

Original Submission Medium Online	Latest Submission Medium Online
--------------------------------------	------------------------------------

Profile Information

Employee Status Regular	Job Type Standard
Shift Day	Schedule Full-time

Experience and Credentials

Education

Education 1	Other Institution Regis University
State where Institution is located? Colorado	Other Program COMPUTER NETWORKING

Candidate Name
Ejigu, Mengistu (443887)

Job Title
Desktop Support Technician (211294)

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Start Date
Jan, 2012

Graduation Date
Jul, 2016

Work Experience

Work Experience 1

Current job

Other Employer
Manage Mysite inc

Other Function
Technical Support Specialist

Start Date
Jan, 2016

End Date
Jul, 2021

OK to contact employer?
Yes

Reason for leaving
Company closed

Work Experience 2

Current job

Other Employer
MDM Inc

Other Function
Assistant Manager

Start Date
Jan, 2012

End Date
Dec, 2016

OK to contact employer?
Yes

Reason for leaving
Company sold

Certifications

Certification 1

Certification
CompTIA A+

Organization
CompTIA

Issue Date
May, 2021

Certification 2

Certification

CompTIA Network+

Issue Date
 Jun, 2021

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

MENGISTU EJIGU

2053 stone wick ct Lawrenceville, GA 30043

E-mail ejmengistu@gmail.com

PHONE : 770-906-2036

Summary of Qualifications

Personable and knowledgeable IT support technician with over 5 years of experience assisting customers with various hardware and software related issues. Provided in-depth technical support to clients as a Tier 1 and then Tier 2 level, solving 99.2% of issues without transferring to Tier 3 support.

Skills

IT Support, Help Desk, Active Directory, LAN/WAN, Networking, Security, Office 365, Cloud Computing, CRM, Home Automation, HTML, Web design and Development.

Remote connection using Microsoft Remote Desktop, Team viewer and RemotePC.

Video Meeting using Zoom, Microsoft Teams , WebEx and Google Meet

Work Experience

Feb 2018 - August 2021

Manage MySite Inc

Technical support Specialist

- Tier1 Technical Support
- Configuring computer systems
- Diagnosing software problems
- Troubleshooting technical issues
- Resolving network issues
- Assisted clients with general support for hardware, peripherals, network connections, and external software.
- Resolve Customer issues using phone calls, email, Windows Remote Desktop, Zoom call and TeamViewer.
- Web design and development

May 2015 - Jan 2018

MDM Inc

Manager

- Management
- Hiring and training new employees

Education

Bsc. Degree

Computer Networking and Information Security

Regis University, Denver CO

June 2016

Certification

A+

Network+

Mengistu Ejigu(Alexx)
Ejmengistu@gmail.com

Dear Hiring Manager,

I'm thrilled about the opportunity to apply for the Technical Support position at your company. My work related education, experience as a Technical Support Specialist and Certifications leads me to believe that I am a perfect match for your needs. Please review my information in order to see how I would be a valuable asset to Your company.

The following brief summary of my experience can also be found in more detail, along with in depth information about my work history and education in the attached resume.

- Bachelor's degree in IT
- More than 3 years of work related experience.
- A+, Network+ certified

- I possess strong analytical skills and the ability to think outside the box to solve issues.
- Extensive experience handling customer situations in a professional manner.
- My understanding of database architecture, and networking protocol enable me to perform the job confidently.
- hands-on experience delivering technical support, managing IT operations, and supporting users with a variety of technical issues. Skilled in aligning end-user needs with long-term resolutions to complex IT challenges.
- Passion for Technology and serving others.

My education, certification, experience and skills in the technical support Specialist meet the qualifications listed for this position.

I have always had natural problem-solving skills, and working in tech support is the perfect job for my skill set. Helping clients solve technical issues and knowing that I've had a positive impact on someone each day is highly rewarding and motivating to me.

I would appreciate the chance to speak with you about this position and how I can become a valued member of your technical support team.

Please contact me at your convenience. I can be reached by phone 770-906-2036 or by email at ejmengistu@gmail.com

Sincerely,

Mengistu Ejigu (Alexx)

Enclosure: Resume

Fuller, Charvis Terrell (417430) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
LinkedIn

Hiring Manager
Carla Smith

Creation Date
Jan 3, 2022

Submission Type
External

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Candidate Attachment List:

1. [Resume Updated.doc](#)

Personal Information

First Name: Charvis
Middle Name: Terrell
Last Name: Fuller

Address (line 1)
1910 Magnolia Circle

Zip Code, City & County
30236 > Jonesboro > Clayton

Place of Residence
United States > Georgia > Atlanta

Primary Phone Type
Mobile Phone

Area Code: 678
Phone Number: 9196271

Email Address
cfuller07@cox.net

Preferred Salary
50,000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
High School Graduate

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm, contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
cfuller07

Source Tracking

General
Social network service

Specific
LinkedIn

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
William S. Hutchings Career Center

State where Institution is located?
GA

Other Program
INFORMATION TECHNOLOGY

Education Level (Achieved)
High School Diploma/GED

Have you graduated?
Yes

Start Date

Graduation Date

Aug, 2003

May, 2007

Work Experience

Work Experience 1

Current job

Other Employer
GVRA

Other Function
IT Field Support Tech II

Start Date
Jun, 2016

Achievements

Provided customer service support over the phone Using a ticketing system called Manage Engine Added / Removed several machines in AD Reset user password accounts in AD Remote into machines using Skype, Remote Desktop, or LogMeIn Using SCCM to reimage computers over the network Installed specific requested user software based on needs Currently in a Windows 10 environment; familiar with Windows XP, Vista, 7, & 8

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
Bibb County Board of Education

Other Function
Helpdesk Technician

Start Date
Feb, 2016

End Date
Jun, 2016

Achievements

Provided customer service support over the phone. Kept an up-to-date call log along with issues / solutions to problems Have used a Trouble Ticket System called HelpBox. Currently using a SLA system called BMC Track-It ! Added / Removed several machines in AD (Active Directory). Reset user password accounts in AD. Remote into machines using SCCM to see / solve user problems.

OK to contact employer?
Yes

Work Experience 3

Current job

Other Employer
Bibb County Board of Education

Other Function
Pc Network Technician

Start Date
Sep, 2006

End Date
Feb, 2016

Achievements

II Provided customer support to the faculty of each facility that I managed. Installed, maintained, troubleshoot and upgraded computer hardware, software, personal computer networks, peripheral equipment and made recommendations regarding hardware and software acquisitions; prepares documentation and provides user assistance to staff; and performs related work as required. Familiar with Windows 2000, XP, and 7. Have used a Trouble Ticket System called HelpBox. Provided technical support with HP products such as switches. Installed scripts to the switches. Help with the mount and configuration of Epson Projectors. Replaced bulbs and cleaned filters as needed. Configured and troubleshoot CISCO VOIP and handset phones installed on laptops and in offices. Helped with the installation of CAT5 throughout some classrooms and while using the punch down tool to terminate in the rooms. Used Norton Ghost to clone computer hard drives at one point in time. We didn't renew the license for Norton Ghost so started using Novell ZEN Imaging software to do the same process. Removed jammed paper and cleared any types of jams in printers. Also took roller heads out and cleaned. Upgrade computers from Windows XP to either Windows 7 or 8. Added / Removed several machines in AD (Active Directory). Reset user password accounts in AD. Remote into machines using GoToAssist to see / solve user problems.

OK to contact employer?
Yes

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	<input checked="" type="checkbox"/> No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2

4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	80%

1910 MAGNOLIA CIRCLE JONESBORO, GA 30236
PHONE (678) 919-6271 • E-MAIL CFULLER07@COX.NET

CHARVIS TERRELL FULLER

OBJECTIVE

To obtain a position in a leading information technology group that utilizes my skills as a consistent troubleshooter with great attention to detail.

EDUCATION

August 2003 – May 2007 William S. Hutchings Career Center Macon, GA

High School Diploma

Information Technology/Business Major

- Graduated with Dual Seal Diploma
- Digital Media, Computer Applications, IT Foundations
- Participated in the BIBB County Technology Fair- 2 yrs.
- Media Center Assistant
- Ga. Virtual School-Visual Basic

2004 – 2005

- Who's Who Among American High School Students

March 2004

- Elected to membership of The National Beta Club

April 2005

- Certificate of Achievement for accomplishment of Middle Georgia Youth Apprenticeship

July 2006

- Completion of the Summer Work Experience Training Program

October 2006

- Outstanding Achievement for Middle Georgia Phi Beta Kappa Alumni Association

WORK EXPERIENCE

June 2016 – Current

GVRA (Georgia Vocational Rehab Agency) Atlanta, GA

IT Field Support Tech II

- Manage a total of 7 individual sites
- Repair/replace equipment as needed
- Familiar with Office 365 Admin Portal; assign user licenses, take

away licenses, Azure phone portal, add users to certain groups

- Install peripheral devices as requested per user
- Provided customer service support over the phone
- Using a ticketing system called Manage Engine
- Added/Removed several machines in AD
- Reset user password accounts in AD
- Use FortiClient for VPN
- Remote into machines using Skype, Remote Desktop, or LogMeIn
- Using SCCM to reimage computers over the network
- Installed specific requested user software based on needs
- Currently in a Windows 10 environment; familiar with Windows XP, Vista, 7, & 8

February 2016 – June 2016

Bibb County Board of Education Macon, GA

Helpdesk Technician

- Provided customer service support over the phone.
- Kept an up-to-date call log along with issues/solutions to problems
- Have used a Trouble Ticket System called HelpBox.
- Currently using a SLA system called BMC Track-It!
- Added/Removed several machines in AD (Active Directory).
- Reset user password accounts in AD.
- Remote into machines using SCCM to see/solve user problems.

September 2006 – February 2016

Bibb County Board of Education Macon, GA

PC Network Technician II

- Provided customer support to the faculty of each facility that I managed.
- Installed, maintained, troubleshoot, and upgraded computer hardware, software, personal computer networks, peripheral equipment and made recommendations regarding hardware and software acquisitions; prepares documentation and provides user assistance to staff; and performs related work as required.
- Familiar with Windows 2000, XP, and 7.
- Have used a Trouble Ticket System called HelpBox.
- Provided technical support with HP products such as switches. Installed scripts to the switches.
- Help with the mount and configuration of Epson Projectors. Replaced bulbs and cleaned filters as needed.
- Configured and troubleshoot CISCO VOIP and handset phones installed on laptops and in offices.
- Helped with the installation of CAT5 throughout some classrooms and while using the punch down tool to terminate in the rooms.
- Used Norton Ghost to clone computer hard drives at one point in time. We didn't renew the license for Norton Ghost so started using

Novell ZEN Imaging software to do the same process.

- Removed jammed paper and cleared any types of jams in printers. Also took roller heads out and cleaned.
- Upgrade computers from Windows XP to either Windows 7 or 8.
- Added/Removed several machines in AD (Active Directory).
- Reset user password accounts in AD.
- Remote into machines using GoToAssist to see/solve user problems.

INTERESTS AND ACTIVITIES

My interests are basically computers, fixing, collecting different parts, and staying up to date with technology. Also, I like to swim, travel, and learn new things.

REFERENCES

Keisha Williams (478) 718-5353; Roshanda Pearl (404) 433-5929; Karen Davis (478) 538-9653

Huggins, Marc (481844) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Give 'Other' Explanation

Hiring Manager
Carla Smith

Creation Date
Dec 20, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [Marc%20Huggins%20Resume.docx](#)

Personal Information

First Name
Marc

Last Name
Huggins

Address (line 1)
3708 SOAP STONE WALK

Zip Code, City & County
30038 > Stonecrest > DeKalb

Place of Residence
United States > Georgia >
Atlanta

Area Code
470

Phone Number
4181578

Email Address
marcivhuggins@gmail.com

Preferred Salary
45000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am authorized to work in this
country for any employer

Personal Data
Highest Level of Education
Completed
Non-Degree Program (+-14
years)

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
marcivhuggins

Source Tracking

General
Other

Specific
Give 'Other' Explanation

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
Centennial College

State where Institution is located?
Toronto

Program
Electronics/Electrical Technology

Education Level (Achieved)
High School Diploma/GED

Have you graduated?
No

Start Date

Graduation Date

Sep, 2019

Apr, 2020

Work Experience

Work Experience 1

Current job

Other Employer
CompuCom System Inc

Other Function
I.T Technician

End Date
Nov, 2020

Achievements

() November 2nd- Nov 9th (Short term assignment at SunTrust) Removing Avaya IP (Internet Protocol) Phones and installing Cisco IP phones. Redoing cable management

OK to contact employer?
Yes

Reason for leaving
Short term project

Work Experience 2

Current job

Other Employer
M.H. Tech Solutions

Other Function
I.T Technician

Start Date
Aug, 2018

End Date
Jul, 2019

Achievements

(self-employed) (Trinidad and Tobago) (11 Months)
Installing / Upgrading Windows operating system software (Windows7, 8, 8.1 and 10) Identifying, troubleshooting and resolving computer / printers. Repairing Laptop computers (replacing screens / hard drives / motherboards / upgrading ram etc.) Updating system software to ensure compatibility with Operating system Repair mobile phones (software/ hardware) Repairing / Upgrading Mac Laptops / Computers and updating to latest OS

OK to contact employer?
Yes

Reason for leaving
Migrated

Work Experience 3

Current job

Other Employer
Petroleum Company Ltd

Other Function
I.T Technician

Start Date
Aug, 2012

End Date
Sep, 2018

Achievements

(Trinidad and Tobago) (6 YEARS and 1 MONTH) Installing Software and Hardware Installation of productivity tools and commercial software- Microsoft Office 365, Microsoft Office- , 2010, 2016; Adobe- Reader, Flash Player; Symantec Antivirus, CA Remote Agent Installation of teleconferencing software- Bluejeans, GoToMeeting and Skype for business Installation and Configuration of specialized software- AspenTech, HYSYS, PIMS (Project Information Management System), Oracle, MHM (Machinery Health, Uniformance PHD (Process History Database) VPN (Virtual Private Networks) installation, setup and configuration on client machines Coordination of installation of new / upgraded PC and peripherals to meet changing business needs Preparation and testing used devices for disposal Setup and programming of IP (Internet Protocol) Phones, laptops, projectors, teleconferencing equipment & desktop / network printers Maintaining and repairing of equipment and execution of backup procedures for communications and PC systems Maintenance and repairs to PCs, laptops, printers, mobile phones and tablets Maintenance of Lab Operations Documentation for standard procedures within use of Checklist, Distribution Spreadsheet) Troubleshooting Troubleshooting and resolution of productivity tools and commercial software- MS Office 365, MS Office- 2007, 2010, 2016; Adobe-Reader, Flash Player; Symantec Antivirus, CA Remote Agent Troubleshooting of PCs, laptops, projectors and teleconferencing equipment hardware and software Troubleshooting of desktop / network printer issues Troubleshooting network connectivity issues on desktops, laptops, printers and copiers Troubleshooting of network ports within and between buildings for communication capability and efficiency Providing (On-site or via telephone or email) Configuration of scanning, printing and copying features on copiers Programming o

OK to contact employer?
Yes

Reason for leaving
Company shut down

Certifications

Certification 1

Certification
CompTIA Network+

Issue Date
Jul, 2007

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	<input checked="" type="checkbox"/> No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	80%

Marc Huggins

OBJECTIVE

I.C.T Technician with over 10 years of industry experience in a wide range of roles seeking a position that reflects my experience, skills, and personal attributes including dedication, meeting goals, creativity, and the ability to follow through.

EXPERIENCE

CompuCom System Inc. (Atlanta, Georgia)

I.T Technician November 2nd – Nov 9th (Short term assignment at SunTrust)

- Removing Avaya IP (Internet Protocol) Phones and installing Cisco IP phones.
- Redoing cable management

M.H. Tech Solutions (self-employed) (Trinidad and Tobago)

I.T Technician Aug ' 2018 – July 2019 (11 Months)

- Installing/Upgrading Windows operating system software (Windows7, 8, 8.1 and 10)
- Identifying, troubleshooting and resolving computer/printers.
- Repairing Laptop computers (replacing screens/hard drives/motherboards/upgrading ram etc.)
- Updating system software to ensure compatibility with Operating system
- Repair mobile phones (software/hardware)
- Repairing/Upgrading Mac Laptops/Computers and updating to latest OS

Petroleum Company Ltd. (Trinidad and Tobago)

I.T Technician Aug ' 2012 – Sep ' 2018 (6 YEARS and 1 MONTH)

- Installing Software and Hardware
- Installation of productivity tools and commercial software- Microsoft Office 365, Microsoft Office-2007, 2010, 2016; Adobe-Reader, Flash Player; Symantec Antivirus, CA Remote Agent
- Installation of teleconferencing software – Bluejeans, GoToMeeting and Skype for business
- Installation and Configuration of specialized software – AspenTech, HYSYS, PIMS (Project Information Management System), Oracle, MHM (Machinery Health Manager, Uniformance PHD (Process History Database)
- VPN (Virtual Private Networks) installation, setup and configuration on client machines
- Coordination of installation of new / upgraded PC and peripherals to meet changing business needs
- Preparation and testing used devices for disposal

- Setup and programming of IP (Internet Protocol) Phones, laptops, projectors, teleconferencing equipment & desktop / network printers
- Maintaining and repairing of equipment
- Administration and execution of backup procedures for communications and PC systems
- Maintenance and repairs to PCs, laptops, printers, mobile phones and tablets
- Maintenance of Lab Operations
- Documentation for standard procedures within use of Lab (PC Checklist, Distribution Spreadsheet)
- Troubleshooting
- Troubleshooting and resolution of productivity tools and commercial software- MS Office 365, MS Office-2007, 2010, 2016; Adobe-Reader, Flash Player; Symantec Antivirus, CA Remote Agent
- Troubleshooting of PCs, laptops, projectors and teleconferencing equipment hardware and software
- Troubleshooting of desktop / network printer issues
- Troubleshooting network connectivity issues on desktops, laptops, printers and copiers
- Troubleshooting of network ports within and between buildings for communication capability and efficiency
- Providing Technical Support (On-site or via telephone or email)
- Configuration of scanning, printing and copying features on copiers
- Programming of IP (Internet Protocol) Phones
- Setup and configuration of User Profiles
- Setup and configuration of wireless (Wi-Fi) devices
- Upgrade of PC's and Laptops from Windows XP/7 to Windows 10
- Configuration of user Microsoft Outlook profiles and personal folders (.pst files)
- Activation of network ports within and between buildings for communication capability and efficiency
- Execution of backup procedures of user data
- Providing Data Recovery
- Configuration of scanning, printing and copying features on copiers
- Configuring Microsoft Outlook on users' desktops, laptops, mobile phones and tablets
- Service Desk Duties
- Answering of calls to resolve problems, remote assistance, logging of requests, use of Active Directory, configuration of email and internet services
- Providing assistance to users that reported issues by email
- Use and monitoring of NOC (Network Operating Centre) and Solarwinds for management of downtime of Networks and Network Infrastructure
- Enable/extend or disable user network accounts
- Reset user network password

Petroleum Company Ltd. (Trinidad and Tobago)

System Administrator in Training

Dec '08 – Dec 2010 (2 YEARS)

- Data migration from End of Life (EOL) system to new hardware / Research into password reset self-service
- Rebuild of Hyper-V VM Host, on 2008 R2 / Barracuda (Firewall) repairs
- Migrate DHCP services to new servers using an 80/20 scope split
- Research / implement booting a client directly in terminal services
- Barracuda issues – accessing the logon page
- Barracuda familiarization
- Data migration from EOL server to newer hardware
- Migration of antivirus server from EOL server to new server
- Build and configure print server.
- Moved profiles and udrives to new server
- Reset user passwords
- Manage Daily backups

EDUCATION

Centennial College (Ontario, Canada)

Electrical Engineering Technician (incomplete)

September 2019- April 2020

CFSI - Computer Forensics and Security Institute (Trinidad and Tobago)

Ethical Hacking

January '18

BoderCom International (Trinidad and Tobago)

Microsoft Certified IT Professional (MCITP)

Modules: 620; window 7 configuring, 642; windows server 2008 inf. config.

Microsoft Certified Systems Engineer Certification (MCSE)

June '08

CompTIA Network + Certificate

CompTIA A+ (training)

Your Investment Limited (Trinidad and Tobago)

Pc Repairs & Building

August '03

Point Fortin Senior Secondary (Trinidad and Tobago)

CXC Certificate

- Mathematics
- English
- Social Studies
- Geography
- Technical drawing
- Electrical Technology

July '02

FUTURE GOALS

- Certificated Information Security Systems Professional (CISSP)
- Certified Ethical Hacker (certified)
- Cisco Certified Network Associate (CCNA)

COMPUTER SKILLS

Platforms: Windows 95/98/NT/XP/Vista/Windows7/Windows 8.1/Windows 10, Server
/03/08/12/16
Software: Microsoft Excel, Project, Word, Power Point, Access

REFERNCES

Available Upon Request

Jones, Kristina (371345) applied for job: Desktop Support Technician (211294)

Step HM Review/Interview	Latest Submission Medium Online	Recruiter Michael Morning
Status To be Reviewed	Source Indeed	Hiring Manager Carla Smith
Creation Date Dec 27, 2021	Submission Type External	

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [Kristina K Jones Resume updated2021.docx](#)

Personal Information

First Name
Kristina

Last Name
Jones

Address (line 1)
77 Morris Brown Drive SW

Zip Code, City & County
30314 > Atlanta > Fulton

Place of Residence
United States > Georgia >
Atlanta

Primary Phone Type
Mobile Phone

Area Code
404

Phone Number
3968439

Email Address
kristinakjones22@gmail.com

Preferred Salary
75000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
High School Equivalent/GED

National Service Programs in which you have participated:
Other

Describe any Volunteer
Experience
Marta

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
Yes

Have you ever worked for the
City of Atlanta?
No

Candidate Name
Jones, Kristina (371345)

Job Title
Desktop Support Technician (211294)

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
Kristinakaress

Source Tracking

General
Job Board

Specific
Indeed

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
University of Phoenix

State where Institution is located?
Online

Other Program
COMPUTER SCIENCE

Education Level (Achieved)
Bachelor Degree

Candidate Name
Jones, Kristina (371345)

Job Title
Desktop Support Technician (211294)

Have you graduated?
No

Start Date
Jun, 2018

Graduation Date
May, 2022

Work Experience

Work Experience 1

Current job

Other Employer
Georgia Technology Research Institute

Job Function
Information Technology

Start Date
Sep, 2021

Achievements

- Support all of the Scientist and Engineers in the Sensors and Electromagnetic Applications Laboratory
- Create Mac OS build
- Windows OS build
- Create all network accounts for end users
- Deactivate terminated employees network accounts
- Dummy switch installation
- Create crossover cables making one end a T568A and the other end a T568B
- Troubleshoot Xilinx evaluation boards ethernet host to host communication
- DOD (Department of Defense) Certificates
- Printer break fix
- Device management in SCCM
- Device management in JAMF
- Deployment of software packages through SCCM and JAMF
- Single Sign on set up
- Microsoft Exchange admin
- AV equipment set up and troubleshooting
- ClickShare set up and troubleshooting
- FOG reimagine from a Linux device
- Inventory management
- Technical writing and editing of knowledge base documents
- Protect Controlled Unclassified Information (CUI) data
- NAS backup
- Crashplan backup and recovery for Mac and Windows OS
- Desktop set up for new hires and rehires
- Incident response
- 95 percent onsite support
- Mac address whitelisting as a part of Cyber Security strategies

OK to contact employer?
No

Reason for leaving
Contractor Apex Systems

Work Experience 2

Current job

Other Employer
MARTA (Metropolitan Atlanta Transit Authority)

Job Function
Information Technology

Start Date
Mar, 2020

End Date
Sep, 2021

Achievements

- Troubleshoot Printer, Mac, Dell and Surface Pro devices as well as peripherals for break fix hands on and remotely
- High level desktop support
- Addressed user tickets regarding hardware, software and networking issues within a timely manner
- Printer installation and setup on Uniflow and using the standard TCP/IP
- Software installation such as but not limited too; Microsoft products, Java, Authority wide internal applications, Webex, VPN applications, DUO, Cisco
- Troubleshoot all issues with Outlook
- Hands on tech support for all of Marta employees at Headquarters Tech Bar
- Created group policies, reset passwords, enable and disabled profiles in Active directory
- License creations for Microsoft applications through SCCM and Adobe through the Admin dashboard
- Performed migrations and deployment of hardware
- Created instructional gif and video productions, with audio voice over.
- Created SOP ' s (Standard Operating Procedures) for the service desk

Page 2 of 2

- Created the procedures for the Tech Bar
- Created application manuals
- Created KPI ' s for the Service Desk
- Knowledge Base Admin
- Project Management/ Technical writer
- Created service desk templates
- Inventory Management

OK to contact employer?
Yes

Reason for leaving
stagnant growth

Work Experience 3

Current job

Other Employer
EMORY UNIVERSITY SCHOOL OF LAW (ETS TEMP)

Other Function
Information Technology

Start Date
Jan, 2020

End Date
Mar, 2020

Achievements

- Addressed user tickets regarding hardware, software and networking issues
- Reimage windows desktops and laptops using SCCM Image
- Printer installation and mapping
- Windows and MAC migration
- Paraphernalia and software installation
- Scan for and clean malware and viruses
- Working knowledge of Standard TCP/IP DNS and SSL
- Troubleshoot issues with Microsoft Outlook
- Perform computer backup using Backblaze and Box
- High level desktop support in an enterprise environment
- High level knowledge of Microsoft Windows 10
- Evaluate applications and software patches for desktop applications to resolve any desktop issues
- Installation of computer applications
- Time management skills, with the ability to establish reasonable and attainable deadlines
- Worked directly with internal staff to resolve all technical issues
- Hardware deployment

OK to contact employer?
Yes

Reason for leaving
short term temp

Work Experience 4

Current job

Other Employer
RICOH

Other Function
Information Technology

Start Date
Mar, 2018

End Date
Feb, 2019

Achievements

- Diagnosed, troubleshoot, and resolved hardware issues on high and low volume production printers, short throw projectors, and interactive white boards
- Provided troubleshooting and configuration for client desktop support and networking environment
- Monitored system logs, installed drivers and devices, set up, and troubleshoot SMTP server configuration for scan to email and SMB for scan to folder

- Resolved issues surrounding computer hardware, software, network, and telecommunication systems while demonstrating expertise in customer service and technical knowledge
- Set up standard networking protocols TCP/IP and Ethernet
- Monitored system logs for errors
- Installed software for Windows and Mac systems
- Diagnosed and resolved Windows and Mac system problems and software issues
- Handled manual and remote device programming
- Telnet into device to check port connectivity
- Performed firmware updates on devices
- JAVA set up
- Resolved machine IPV4 conflicts and DHCP issues
- Managed G3 and G5 fax installation and troubleshooting

Knowledge Base Coach

Managed the knowledge base in Service Now

- Wrote published articles for the knowledge base system
- Created technical articles that were utilized by other analyst in the knowledge base system
- Monitored the article creations and the link rates of other analyst and assured that the knowledge base policy standards were met
- Performed bi-weekly coaching, tracked analyst growth, and provided positive feedback
- Trained new hires on the ticketing system and showed them how to create healthy and knowledgeable articles

OK to contact employer?
Yes

Reason for leaving
laid off

Work Experience 5

Current job

Other Employer
CHICK-FIL-A CORP (TRC STAFFING CONTRACTOR)

Other Function
Information Technology

Start Date
May, 2016

End Date
Feb, 2018

Achievements

- Troubleshoot primary and backup DLINK smart switches and Cisco switches
- Configured software and hardware through server in Lighthouse Development Configuration
- Performed backups and data recovery
- Utilized Aloha for digital ordering configurations
- Monitored ping times for router, PC, and access points using command prompt to verify if network is dropping packets
- Remoted into server and desktop for support
- Ordered hardware and consumable parts replacements

- Troubleshoot Powevers, Kitchen Production Systems, Point of Sale devices, power injectors, cable management, envision systems, Loomis smart safes, inventory, management, and Fortinet routers
- Troubleshoot network outages concerning WAN 1 and WAN 2 primary and backup ISP ' s
- Monitored SMlog viewer through SMtools
- Managed and troubleshoot IOS devices in Airwatch
- Troubleshoot external hardware issues
- KCS Contributor for Service Now and created 70 articles with peer usage of 86% on the service desk

OK to contact employer?
Yes

Reason for leaving
contractor

Work Experience 6

Current job

Employer
Sprint Corporation

Other Function
Information Technology

Start Date
Jan, 2015

End Date
May, 2015

Achievements

- Directed contact for Business Technical support for government clients, small business clients, and large corporations such as SHELL and Aramark
- Troubleshoot Apple IOS, Android, Blackberry, Broadband, Direct Connect, VOIP, Machine to Machine, Wireless embedded devices, Airave, Linux, Cisco, DataLink, and hotspot devices
- Troubleshoot network issues for CDMA, GSM, 4G, 4G, WIMAX, LTE, and Spark
- Performed device unlocks
- Worked on Service Trender 1/2.0, DNA, OMA DM, Syniverse, MSN, PinPoint, CTMS, and E-tickets
- Superb Analytical skills

OK to contact employer?
Yes

Reason for leaving
Resigned

Work Experience 7

Current job

Employer
Truist Financial Corporation (SunTrust)

Other Function
Finance

Start Date
Sep, 2013

End Date
Dec, 2014

Achievements

- Submitted financial information for short term and long term loans, as well as secure and unsecure loans
- Managed loan approvals with a maximum amount of \$200,000
- Approved or declined loan increases and decreases
- Processed and investigated fraud claims
- Troubleshoot issues with ATM
- Assisted with Point of Sale transactions with the consumer as well as the merchant payment processing company, which would either be First Data or RBS World Pay
- Processed billing disputes and charge backs

OK to contact employer?
Yes

Reason for leaving
laid off

Work Experience 8

Current job

Other Employer
HAZARD INSURANCE PROPERTY SPECIALTY (GES AGENCY)

Job Function
Finance

Start Date
Sep, 2011

End Date
Dec, 2011

Achievements

- Processed loss draft Insurance claims for Wells Fargo Bank on damaged homes
- Investigated all claims that come through for property damage and approved or declined amounts for insurance claims
- Set up home inspections and distributed funds in increments once verification of inspection is completed

OK to contact employer?
Yes

Reason for leaving
temp

Work Experience 9

Current job

Other Employer
INHEALTH TRANSCRIPTION SERVICES

Job Function
Specialized

Start Date
Nov, 2010

End Date
Apr, 2011

Achievements

- Managed 13 medical facilities ' electronic medical records

- Provided assistance to 20 transcriptionist and 3 quality assurance mangers
- Applied HIPPA policies and procedures
- Processed, reviewed, and edited medical transcriptions
- Ensured that medical dictations were transcribed in a timely manner while adhering to guidelines
- Maintained consistent communication with medical doctors concerning dictating methods and questions about the medical transcription

OK to contact employer?
Yes

Reason for leaving
downsize

Work Experience 10

Current job

Employer
Bank of America Corporation

Other Function
Finance

Start Date
Dec, 2006

End Date
Aug, 2010

Achievements

- Serviced loans for various banks and investment companies
- Managed over 100 customer accounts per day
- Approved or declined credit line increases, decreases as well as APR decreases
- Negotiated late fees, finance charges, and over the limit fees
- Managed loan approvals with the maximum amount of \$300,000
- Handled account discrepancies
- Educated branch representatives on loan policies and procedures

OK to contact employer?
Yes

Reason for leaving
laid off recession

Certifications

Certification 1

Other Certification
KCS V5

Organization
HDI

Issue Date
Dec, 2016

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	<input checked="" type="checkbox"/> No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	80%

Kristina Jones

|Kristinakjones22@gmail.com| | (404) 396-8439 | | 77 Morris Brown Dr. SW Atlanta GA. 30314

Highly motivated and dedicated professional with over 6 years working in the field of information technology. Possess excellent analytical and customer service skills that foster positive results. Extensive background in management of knowledge base articles to facilitate speed and accuracy for IT help desk.

CORE PROFESSIONAL STRENGTHS

- Help Desk Support
- Customer Service
- ITIL framework
- Technical Writer
- Break Fix
- Desktop Support
- Hardware and Software Configuration
- Printer Installation
- Audio Video Equipment

SOFTWARE SKILLS

- Microsoft Office 365
- Adobe
- JAMF
- All Screen Share
- Meraki Switch
- ServiceNow
- Click Share
- Active Directory
- DUO
- Airwatch
- SCCM dashboard
- Windows Remote

CERTIFICATIONS

HDI KCS V5 Certification

PROFESSIONAL EXPERIENCES

GEORGIA TECH RESEARCH INSTITUTE (Contractor) Smyrna, GA **09/2021-Current**

Information Technology Specialist 2

- Support all of the Scientist and Engineers in the Sensors and Electromagnetic Applications Laboratory
- Create Mac OS build
- Windows OS build
- Create all network accounts for end users
- Deactivate terminated employees network accounts
- Dummy switch installation
- Create crossover cables making one end a T568A and the other end a T568B
- Troubleshoot Xilinx evaluation boards ethernet host to host communication
- DOD (Department of Defense) Certificates
- Printer break fix
- Device management in SCCM
- Device management in JAMF
- Deployment of software packages through SCCM and JAMF
- Single Sign on set up
- Microsoft Exchange admin
- AV equipment set up and troubleshooting

- ClickShare set up and troubleshooting
- FOG reimagine from a Linux device
- Inventory management
- Technical writing and editing of knowledge base documents
- Protect Controlled Unclassified Information (CUI) data
- NAS backup
- Crashplan backup and recovery for Mac and Windows OS
- Desktop set up for new hires and rehires
- Incident response
- 95 percent onsite support
- Mac address whitelisting as a part of Cyber Security strategies

MARTA (Metropolitan Atlanta Transit Authority) Atlanta, GA

03/2020-09/2021

Information Technology Specialist

- Troubleshoot Printer, Mac, Dell and Surface Pro devices as well as peripherals for break fix hands on and remotely
- High level desktop support
- Addressed user tickets regarding hardware, software and networking issues within a timely manner
- Printer installation and setup on Uniflow and using the standard TCP/IP
- Software installation such as but not limited too; Microsoft products, Java, Authority wide internal applications, Webex, VPN applications, DUO, Cisco
- Troubleshoot all issues with Outlook
- Hands on tech support for all of Marta employees at Headquarters Tech Bar
- Created group policies, reset passwords, enable and disabled profiles in Active directory
- License creations for Microsoft applications through SCCM and Adobe through the Admin dashboard
- Performed migrations and deployment of hardware
- Created instructional gif and video productions, with audio voice over.
- Created SOP's (Standard Operating Procedures) for the service desk
- Created the procedures for the Tech Bar
- Created application manuals
- Created KPI's for the Service Desk
- Knowledge Base Admin
- Project Management/ Technical writer
- Created service desk templates
- Inventory Management

EMORY UNIVERSITY SCHOOL OF LAW (ETS TEMP), Atlanta GA

01/2020-3/2020

Information Technology Desktop Specialist

- Addressed user tickets regarding hardware, software and networking issues
- Reimage windows desktops and laptops using SCCM Image

- Printer installation and mapping
- Windows and MAC migration
- Peripherals and software installation
- Scan for and clean malware and viruses
- Working knowledge of Standard TCP/IP DNS and SSL
- Troubleshoot issues with Microsoft Outlook
- Perform computer backup using Backblaze and Box
- High level desktop support in an enterprise environment
- High level knowledge of Microsoft Windows 10
- Evaluate applications and software patches for desktop applications to resolve any desktop issues
- Installation of computer applications
- Time management skills, with the ability to establish reasonable and attainable deadlines
- Worked directly with internal staff to resolve all technical issues
- Hardware deployment

RICOH, Tucker, GA

03/2018 – 02/2019

Technology Support Specialist, Level 2

- Diagnosed, troubleshoot, and resolved hardware issues on high and low volume production printers, short throw projectors, and interactive white boards
- Provided troubleshooting and configuration for client desktop support and networking environment
- Monitored system logs, installed drivers and devices, set up, and troubleshoot SMTP server configuration for scan to email and SMB for scan to folder
- Resolved issues surrounding computer hardware, software, network, and telecommunication systems while demonstrating expertise in customer service and technical knowledge
- Set up standard networking protocols TCP/IP and Ethernet
- Monitored system logs for errors
- Installed software for Windows and Mac systems
- Diagnosed and resolved Windows and Mac system problems and software issues
- Handled manual and remote device programming
- Telnet into device to check port connectivity
- Performed firmware updates on devices
- JAVA set up
- Resolved machine IPV4 conflicts and DHCP issues
- Managed G3 and G5 fax installation and troubleshooting

Knowledge Base Coach

- Managed the knowledge base in Service Now
- Wrote published articles for the knowledge base system
- Created technical articles that were utilized by other analyst in the knowledge base system
- Monitored the article creations and the link rates of other analyst and assured that the knowledge base policy standards were met
- Performed bi-weekly coaching, tracked analyst growth, and provided positive feedback

- Trained new hires on the ticketing system and showed them how to create healthy and knowledgeable articles

CHICK-FIL-A CORP (TRC STAFFING CONTRACTOR), College Park, GA **05/2016 – 02/2018**
IT Help Desk Analyst

- Troubleshoot primary and backup DLINK smart switches and Cisco switches
- Configured software and hardware through server in Lighthouse Development Configuration
- Performed backups and data recovery
- Utilized Aloha for digital ordering configurations
- Monitored ping times for router, PC, and access points using command prompt to verify if network is dropping packets
- Remoted into server and desktop for support
- Ordered hardware and consumable parts replacements
- Troubleshoot Powevars, Kitchen Production Systems, Point of Sale devices, power injectors, cable management, envision systems, Loomis smart safes, inventory, management, and Fortinet routers
- Troubleshoot network outages concerning WAN 1 and WAN 2 primary and backup ISP's
- Monitored SMlog viewer through SMtools
- Managed and troubleshoot IOS devices in Airwatch
- Troubleshoot external hardware issues
- KCS Contributor for Service Now and created 70 articles with peer usage of 86% on the service desk

SPRINT, Atlanta, GA **01/2015 – 05/ 2016**
Business Wireless Technical Support Specialist Level 3

- Directed contact for Business Technical support for government clients, small business clients, and large corporations such as SHELL and Aramark
- Troubleshoot Apple IOS, Android, Blackberry, Broadband, Direct Connect, VOIP, Machine to Machine, Wireless embedded devices, Airave, Linux, Cisco, DataLink, and hotspot devices
- Troubleshoot network issues for CDMA, GSM, 4G, 4G, WIMAX, LTE, and Spark
- Performed device unlocks
- Worked on Service Trender 1/2.0, DNA, OMA DM, Syniverse, MSN, PinPoint, CTMS, and E-tickets
- Superb Analytical skills

SUNTRUST BANK, Atlanta, GA **09/2013 – 09/2014**
Account Manager

- Submitted financial information for short term and long term loans, as well as secure and unsecure loans
- Managed loan approvals with a maximum amount of \$200,000
- Approved or declined loan increases and decreases
- Processed and investigated fraud claims
- Troubleshoot issues with ATM
- Assisted with Point of Sale transactions with the consumer as well as the merchant payment processing company, which would either be First Data or RBS World Pay
- Processed billing disputes and charge backs

HAZARD INSURANCE PROPERTY SPECIALTY (GES AGENCY), Duluth, GA **09/2011 – 12/2011**

Hazard Insurance Property Specialist

- Processed loss draft Insurance claims for Wells Fargo Bank on damaged homes
- Investigated all claims that come through for property damage and approved or declined amounts for insurance claims
- Set up home inspections and distributed funds in increments once verification of inspection is completed

INHEALTH TRANSCRIPTION SERVICES, Atlanta, GA
Account Manager

11/2010 – 04/2011

- Managed 13 medical facilities' electronic medical records
- Provided assistance to 20 transcriptionist and 3 quality assurance managers
- Applied HIPPA policies and procedures
- Processed, reviewed, and edited medical transcriptions
- Ensured that medical dictations were transcribed in a timely manner while adhering to guidelines
- Maintained consistent communication with medical doctors concerning dictating methods and questions about the medical transcription

BANK OF AMERICA, Kennesaw, GA
Account Manager

12/2006 – 08/2009

- Serviced loans for various banks and investment companies
- Managed over 100 customer accounts per day
- Approved or declined credit line increases, decreases as well as APR decreases
- Negotiated late fees, finance charges, and over the limit fees
- Managed loan approvals with the maximum amount of \$300,000
- Handled account discrepancies
- Educated branch representatives on loan policies and procedures

EDUCATION

University of Phoenix -Present
BA Computer Science

Jones, John L (17049) applied for job: Desktop Support Technician (211294)

Step HM Review/Interview	Latest Submission Medium Online	Recruiter Michael Morning
Status To be Reviewed	Source Intranet	Hiring Manager Carla Smith
Creation Date Jan 3, 2022	Submission Type Internal	

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [EMU SUPERVISOR 1.docx](#)

Candidate Name
Jones, John L (17049)

Job Title
Desktop Support Technician (211294)

Public
Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
jjones

Source Tracking

General
City of Atlanta Website

Specific
Intranet

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
Atlanta Metropolitan College

State where Institution is located?
US-GA

Other Program
ABA

Education Level (Achieved)

Associate Degree

Provide explanation if you have selected "Other"

Business Administration

Have you graduated?

Yes

Student name while attending the program

john jones

Start Date

Aug, 2003

Graduation Date

May, 2005

Education 2

Other Institution

Georgia State University College of Business

State where Institution is located?

US-GA

Other Program

B.B.A

Education Level (Achieved)

Bachelor Degree

Provide explanation if you have selected "Other"

Business Administration

Have you graduated?

Yes

Student name while attending the program

john jones

Start Date

Aug, 2005

Graduation Date

May, 2008

Work Experience

Work Experience 1

Current job

Other Employer

City of Atlanta

Other Function

Electronic Maintenance Supervisor

Start Date

Jan, 2004

End Date

Jun, 2021

Achievements

- Assisted with the installation of the city of Atlanta microwave upgrade to Ethernet.
- Programmed mobile radio equipment for essential communication with police dispatch.
- Configured Network equipment. Inventoried parts and ordered necessary equipment.
- Monitored City of Atlanta's radio system equipment for maximum availability.
- Spent the last 13 months learning how to handle employee interest, also directing them where guidance or work knowledge was needed.

- Performed radio system maintenance to the Atlanta Police Radio system
- Installed over 500 Motorola P25 radios into police vehicles so they can communicate with dispatch.
- Interacted with Executive level management, making decisions on policy and procedures that will affect the Atlanta Police department.
- Trained new city employees such as police recruits on how to properly use their radio

OK to contact employer?
Yes

Reason for leaving
still employed

Work Experience 2

Current job

Other Employer
Ikon Office Solutions

Other Function
Engineer

Start Date
Dec, 2000

End Date
Aug, 2003

Achievements

- Monitored data communications network, using UNIX version of HP Open-view
- Supervised and managed 6 core ATM, 13 Frame to ATM, and 670 fractional T-1 circuits.
- Trained end users in configuring equipment remotely.
- Executed configuration changes that were essential to router efficiency.
- Liaison between service vendor, and customer for service when problem could not be resolved internally.
- Received telephone calls from users with data communication problems such as data transmission over Wide Area Network.
- Ordered network circuits from assigned vendor.

OK to contact employer?
Yes

Reason for leaving
Outsourced

Work Experience 3

Current job

Other Employer
U.S Air Force

Other Function
Base Network Operator

Start Date
Dec, 1995

End Date
Dec, 1999

Achievements

- Resolved open service requests for desktop turn-ups and installs.
- Responded to local users desktops for problem resolution due to hardware and software malfunction.
- Assure data link integrity and application availability of 10,000 node local area network.
- Monitored & troubleshot network outages via HP Open view.
- Implemented network infrastructure providing hubs, routers, and configuration updates to accommodate new campus building.
- Configured and installed Cisco devices setting up VLAN & SNMP information.
- Design, develop, monitor, coordinate, and conduct a variety of technical and operational tests and evaluations of communications equipment, systems, networks, and facilities.

OK to contact employer?
Yes

Reason for leaving
End of enlistment

Certifications

Certification 1

Other Certification
ASTRO 25 IV & D Secure Communications

Organization
MOTOROLA

Issue Date
Jan, 2014

Expiration Date
Dec, 2019

Certification 2

Other Certification
NIMS 100B, 200B, 700, 800

Organization
FEMA

Issue Date
Jan, 2016

Expiration Date
Dec, 2019

Certification 3

Other Certification
Motorola M core radio system

Organization
MOTOROLA

Issue Date
Jan, 2005

Expiration Date
Dec, 2019

Certification 4

Other Certification
Advanced Cisco Router Configuration

Organization
MOTOROLA

Issue Date
Jan, 2010

Expiration Date
Dec, 2019

Certification 5

Other Certification
Advanced Networking Essentials in Motorola Equipment

Organization
MOTOROLA

Issue Date
Jan, 2007

Expiration Date
Dec, 2019

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

References

Reference 1

First Name
DAVID

Last Name
GIBSON

Relationship
Professional Reference

Email Address
david.gibson@nscorp.com

Phone Number
4049217753

Reference 2

First Name
RAYMOND

Last Name
DUGGER

Relationship
Professional Reference

Email Address
R_DUGGER1@yahoo.com

Phone Number
8136147709

Reference 3

First Name
SHAUN

Last Name
SMITH

Relationship
Personal Reference

Email Address
SHAUNDSMITH1976@GMAIL.COM

Phone Number
6787930382

John L. Jones

920 Niskey Lake Circle, Atlanta GA 30331 • (404) 375-8442 • jjones3029@gmail.com

Network Engineer

OBJECTIVE

I am seeking a Supervisory position with a Government agency that will allow me to apply and enhance my skills of being a computer networking engineer/ Senior Radio system Technician. In addition, I am eager to contribute my creativity and hard work towards the success of this establishment and to the growth of the fast developing field.

PROFILE

Twenty two years of extensive hands-on experience in network engineering, Windows, Motorola Radios system troubleshooting and repair. Designed, installed, configured and maintained complex routed LAN and WAN networks. Excellent communication skills, with the ability to interface at all levels. A team player who also can work well independently.

CORE COMPETENCIES & TRAINING

- Motorola M core radio system
 - ASTRO 25 IV & D Secure Communications
 - Advanced Networking Essentials in Motorola Equipment
 - Advanced Cisco Router Configuration
 - Cisco Internetwork Troubleshooting
 - Installation, operations and Maintenance Eclipse IRU600 Microwave system
 - FEMA NIMS Certifications-100b, 200b, 403, 412, 700, 800
 - Performed physical installation, maintenance, and troubleshooting of electronic communication systems
-

SPECIALIZED EXPERIENCE

01/04/2004 to Present **City of Atlanta**, Atlanta, Georgia Full time 40 hours per week
Communications Electronic Supervisor

- Assisted with the installation of the city of Atlanta microwave upgrade to Ethernet.
- Programmed mobile radio equipment for essential communication with police dispatch.
- Configured Network equipment. Inventoried parts and ordered necessary equipment.
- Monitored City of Atlanta's radio system equipment for maximum availability.
- Spent the last 13 months learning how to handle employee interest, also directing them where guidance or work knowledge was needed.
- Performed radio system maintenance to the Atlanta Police Radio system
- Installed over 500 Motorola P25 radios into police vehicles so they can communicate with dispatch.

- Interacted with Executive level management, making decisions on policy and procedures that will affect the Atlanta Police department.
- Trained new city employees such as police recruits on how to properly use their radio
- Physically installed and troubleshot Motorola electronic communication equipment.
- Routinely inspected and tuned Personal and Mobile electronic equipment to Motorola specifications using a spectrum analyzer.
- Installed, and troubleshot video monitoring equipment in buildings.
- Added users to the Radio system, ran reports of utilization of users on the network
- Inhibited communication equipment that was lost or stolen.

12/13/00 -
08/10/2003

Ikon Office Solutions, Norcross, Georgia
WAN Engineer

Full time 40 hours per week

- Monitored data communications network, using UNIX version of HP Open-view
- Supervised and managed 6 core ATM, 13 Frame to ATM, and 670 fractional T-1 circuits.
- Trained end users in configuring equipment remotely.
- Executed configuration changes that were essential to router efficiency.
- Liaison between service vendor, and customer for service when problem could not be resolved internally.
- Received telephone calls from users with data communication problems such as data transmission over Wide Area Network.
- Ordered network circuits from assigned vendor.

12/13/95 -
12/13/99

U.S Air Force, Fort Walton, Florida
Base Network Operator

Full time 40 hours per week

Starting Salary \$13,000 - \$18,000

- Resolved open service requests for desktop turn-ups and installs.
- Responded to local users desktops for problem resolution due to hardware and software malfunction.
- Assure data link integrity and application availability of 10,000 node local area network.
- Monitored & troubleshot network outages via HP Open view.
- Implemented network infrastructure providing hubs, routers, and configuration updates to accommodate new campus building.
- Configured and installed Cisco devices setting up VLAN & SNMP information.
- Design, develop, monitor, coordinate, and conduct a variety of technical and operational tests and evaluations of communications equipment, systems, networks, and facilities.

EDUCATION

Georgia State University, Robinson College of Business

Bachelor of Business Administration, Management, May 5 2008

Related course work: personnel management, business management, business ethics, business law, macro economics, marketing, and sales.

Atlanta Metropolitan College

Associate Business Administration May 12 2005

Related course work: General business level studies.

Motorola

Astro IV &D secure communications, Networking Essentials in Motorola Equipment, Bridging the knowledge gap, CPS programming software, RF basics, MCC 7500 console repair.

Keesler Air Force Base July 28 1996

Communications-Computer Systems Operator

Related course work: computer repair, basic networking, advanced networking.

Magana, Omar (483525) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Government Jobs

Hiring Manager
Carla Smith

Creation Date
Dec 29, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [Resume2k21.pdf](#)

Personal Information

First Name
Omar

Last Name
Magana

Address (line 1)
5205 Heather Lane

Zip Code, City & County
30349 > Atlanta > Clayton

Place of Residence
United States > Georgia >
Atlanta

Primary Phone Type
Mobile Phone

Area Code
678

Phone Number
6173299

Email Address
omar822segundo@gmail.com

Preferred Salary
85000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Associate Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
omar822segundo@gmail.com

Source Tracking

General
Job Board

Specific
Government Jobs

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Institution
SAE Institute, Oxford (School of Audio Engineering)

State where Institution is located?
Atlanta

Program
Applied Science and Engineering

Education Level (Achieved)
Associate Degree

Have you graduated?
Yes

Start Date

Graduation Date

Aug, 2017

Nov, 2019

Work Experience

Work Experience 1

Current job

Other Employer
Verizon Wireless/Asurion —

Other Function
Support Specialist

Start Date
Apr, 2020

Achievements

Tech Sales and : Assisting clients with technical support, troubleshooting, activations and processing warranty claims for multiple types of smart electronics. Providing a positive experience for the client as well as selling Verizon / Asurion additional warranty services.

OK to contact employer?
Yes

Reason for leaving
Career Growth

Work Experience 2

Current job

Other Employer
Wizard Electronics

Other Function
Technical Assitant

Start Date
Feb, 2019

End Date
Mar, 2020

Achievements

— Tech assist: Oversaw a list of clients resolving technical issues while providing a positive guest experience. Process paperwork for warranty and repair claims. In constant contact with multiple clients regarding their claims, part orders, estimate time of repair and general inquiries.

OK to contact employer?
Yes

Reason for leaving
Career Growth

Work Experience 3

Current job

Other Employer
Best Buy

Other Function

Inside Sales Rep

Start Date
 Jan, 2014

End Date
 Jan, 2019

Achievements

— / Inventory: Verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors. Home Theater Sales interacting with customers to find their needs and providing solutions for

OK to contact employer?
 Yes

Reason for leaving
 School and Career Growth

Certifications

Certification 1

Certification
 CompTIA Network+

Issue Date
 Apr, 2021

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	X No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5	80%

Candidate Name
Magana, Omar (483525)

Job Title
Desktop Support Technician (211294)

Assets 0/0

Omar Magana

5205 Heather Lane
Atlanta, GA 30349
678-617-3299
omar.magana822@gmail.com

CAREER OBJECTIVES

Experienced Tech Support Specialist with an Associates Degree in Science (A.S.) in Audio Engineering and Production with more than 10 years of work experience in multiple industries. Looking forward to leverage academic, proven knowledge of customer communication's, and in field experience to successfully contribute to the industry of technology.

Verizon Wireless/Asurion 04/2020- Current

Tech Sales and Support Specialist:

-Assisting clients with technical support, troubleshooting, activations and processing warranty claims for multiple types of smart electronics.

- Providing a positive experience for the client as well as selling Verizon/Asurion additional warranty services.

Wizard Electronics, Atlanta, GA 02/2019- 03/2020

Tech assist:

-Oversaw a list of clients resolving technical issues while providing a positive guest experience.

- Process paperwork for warranty and repair claims.

- In constant contact with multiple clients regarding their claims, part orders, estimate time of repair and general inquiries.

Best Buy, Atlanta, GA 2014-2019

Inside Sales Rep/ Inventory Specialist:

-Verify inventory computations by comparing them to physical counts of stock, and investigate discrepancies or adjust errors.

-Home Theater Sales interacting with customers to find their needs and providing solutions for their home theater requests 2014 to 2016

EDUCATION

SAE Institute of Technology (2019) — Associates in Sciences (A.S) in Audio Engineering and Music Production

SKILLS

- English/Spanish Bilingual : Business level speaking, reading and writing
- Audio Engineer: Pro level audio system specialist in multiple audio workstations.
- Python programming (Beginner) / Networking and Signal Flow (Intermediate)
- Passionate about music, technology and real estate.

Manley, Dillon Alexander (222294) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Career Section

Hiring Manager
Carla Smith

Creation Date
Dec 27, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

1. [mostRecent.docx](#)

Personal Information

First Name
Dillon

Middle Name
Alexander

Last Name
Manley

Suffix
Manley

Address (line 1)
1160 Hammond DR

Address (line 2)
unit 24

Zip Code, City & County
30328 > Sandy Springs >
Fulton

Place of Residence
United States > Georgia >
Atlanta

Primary Phone Type
Mobile Phone

Area Code
229

Phone Number
4437456

Email Address
dillionmanley@gmail.com

Preferred Salary
N/A

Willing to relocate?
Yes

Internal Candidate

Citizenship

Work Authorization
I am a US Citizen

Personal Data

Highest Level of Education
Completed

High School Equivalent/GED

Military Service

Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?

No

Have you ever worked for the
City of Atlanta?

No

Candidate Name
Manley, Dillon Alexander (222294)

Job Title
Desktop Support Technician (211294)

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
Dillonmanley

Source Tracking

General
City of Atlanta Website

Specific
Career Section

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day, Evening, Night, Weekend

Schedule
Full-time

Experience and Credentials

Education

Education 1

Institution
Atlanta Technical College

State where Institution is located?
Atlanta

Program
Cybersecurity

Education Level (Achieved)
Associate Degree

Have you graduated?
Yes

Student name while attending the program
Dillon Manley

Start Date
Aug, 2020

Graduation Date
Jul, 2023

Work Experience

Work Experience 1

Current job

Employer
Georgia Institute of Technology

Other Function
Senior Facilities Technician/Shop Manager

Start Date
Nov, 2020

Achievements

Performed daily, weekly, and monthly preventative maintenance checks and services on equipment;
Repaired and replaced upholstery when needed
Repaired and replaced equipment parts when needed
Work with others to execute risk reduction measures and provide care in emergency situations
Clearly articulate, enforce and educate patrons on all rules policies and procedures
Provide customer service and respectfully manage disagreements
Actively participate in collaborative work and development
Perform other duties as assigned
Complete minor maintenance tasks such as replacing light bulbs, conducting electrical repairs such as checking electrical wiring to identify issues, and carpentry repair including roofing and drywall repair work.
Assemble, disassemble, and install equipment and machinery.
Maintain, clean, and store building equipment and renovate the building ' s physical infrastructure.
Assess the functionality of all safety systems and electrical systems.
Seek guidance and report to maintenance technicians and maintenance managers.
Adhere to all safety and health regulations.
Managing small project teams to develop, execute, and complete assignments
Organizing team roles and evaluating employee performance
Documenting operational tasks and reporting to upper-level management
Performing employee reviews and assessments
Assist with new employee onboarding and training program
Create schedules
Time approval
OK to contact employer?

Yes

Work Experience 2

Current job

Employer
Georgia Institute of Technology

Other Function
Maintenance Technician

Start Date
Mar, 2018

Achievements

Perform Smart walks and Service calls daily while also assisting other trades when necessary. ● ELECTRICAL: Changing ballasts, retrofitting lights to L. E. D, Bringing lights up to code, changing theatrical lights, replacing switches and plugs, ● PLUMBING: changing automatic plumbing sensors and levers, stall partitions and toilet seats, clearing and snaking drains ● CARPENTRY: Door hardware including hinges, knobs and levers, closers, stoppers, paints and finishes, crown and shoe moulding, hanging sheetrock replace or repair, mudding and finishing ● PAINTING cut-in and clean-up. ● HVAC assisting hvac techs finding units, inspection and keeping safety a top priority. ● SOCIAL INTERACTIONS building a better work relationship with building managers and building personnel and fellow employees daily, while following and adhering to ETHICS guidelines completely.

OK to contact employer?
Yes

Work Experience 3

Current job

Other Employer
Resolute Construction

Other Function
Maintenance Technician

Start Date
Jun, 2016

End Date
Mar, 2018

Achievements

Performed and managed routine building maintenance tasks, including carpentry, electrical, plumbing, and HVAC repair and maintenance. ● Inspected buildings and facility structures to assess functional systems and detect malfunctions; made repair notes and recommended solutions using pre-established checklist. ● Reconfigured, installed, positioned, and remounted modular offices and spaces using hand, power, and specialty tools and equipment. ● Prepared structural and equipment surfaces

to preserve wood and metal parts from corrosion. • Created and sustained safe and comfortable working environment.

OK to contact employer?
 Yes

Reason for leaving
 No health insurance.

Work Experience 4

Current job

Other Employer
Resolute Construction

Other Function
Bar Manager

Start Date
 Dec, 2015

End Date
 Jun, 2016

Achievements

IN Responsible for running all aspects of the bar focusing on cleanliness, proper stocking, set-up, inventory procedures and exceptional customer service. • Implemented systems for staffing, scheduling, inventory, and training.

OK to contact employer?
 Yes

Certifications

Certification 1

Other Certification
First aid

Organization
AHA

Number/ID
Dillonmanley

Certification 2

Other Certification
Forklift

Organization
Ga Tech

Number/ID
Dillonmanley

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	X No	Met (Required)	0/0
	Result for question:		0/2

2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	80%

Dillon Manley

1160 Hammond DR unit 24, Sandy springs, GA, 30328

Cell: 229-443-7456 | dillionmanly@gmail.com

Skilled Manager in Maintenance and management with over ten years experience

Professional Experience

Maintenance Technician

3/30/2018-11/1/2020

GA TECH

Atlanta, GA

- Worked with IT, trouble shooting and repairing systems iPad, Windows, MacOS and exercise equipment throughout multiple buildings running CAT Cable/Fiber and power to new server rooms, setting up new racks, running diagnostics, Shadowing IT Techs on daily calls.
- Multiple years 'experience building my own and friends Gaming computers.
- Delegating cleaning and maintenance tasks to team members
- Monitoring the safety and cleanliness of interior and exterior areas, such as offices, conference rooms, parking lots and outdoor recreation spaces
- Performing routine maintenance on facilities and making repairs as needed
- Scheduling routine inspections and emergency repairs with outside vendors
- Ensuring proper security measures for the workplace, including collaborating with security system vendors or a team of security professionals
- Maintaining day-to-day operations of facilities, such as delegating or completing maintenance orders
- Creating reports on maintenance, repairs, safety and other occurrences for supervisors and other relevant staff
- Preparing facilities for changing weather conditions
- Collaborating with building owners and upper management on budgeting for facilities needs
- Managed multiple Student employees
- Perform Smart walks and Service calls daily while also assisting other trades when necessary.
- **ELECTRICAL:** Changing ballasts, retrofitting lights to L.E.D ,Bringing lights up to code, changing theatrical lights, replacing switches and plugs,
- **PLUMBING:** changing automatic plumbing sensors and levers, stall partitions and toilet seats, clearing and snaking drains
- **CARPENTRY:** Door hardware including hinges, knobs and levers, closers, stoppers, paints and finishes ,crown and shoe molding, hanging sheetrock replace or repair, mudding and finishing
- **PAINTING** cut-in and clean-up.
- **SOCIAL INTERACTIONS** building a better work relationship with building managers and building personnel and fellow employees daily, while following and adhering to ETHICS guidelines completely.

Maintenance technician

6/1/2016 – 3/2018

Resolute Construction

Norcross, GA

- Performed and managed routine building maintenance tasks, including carpentry, electrical, plumbing, and HVAC repair and maintenance.

- Inspected buildings and facility structures to assess functional systems and detect malfunctions; made repair notes and recommended solutions using pre-established checklist.
- Reconfigured, installed, positioned, and remounted modular offices and spaces using hand, power, and specialty tools and equipment.
- Prepared structural and equipment surfaces to preserve wood and metal parts from corrosion.
- Created and sustained safe and comfortable working environment.

Bar Manager

12/2015 – 6/2016

Pit Stop

Indianapolis, IN

- Responsible for running all aspects of the bar focusing on cleanliness, proper stocking, set-up, inventory procedures and exceptional customer service.
- Implemented systems for staffing, scheduling, inventory, and training.
- Updated Computer, Server, and Security systems

Owner

8/2007 – 11/2015

Manley Construction and Maintenance

Alpharetta, GA

- Contracted to 27 buildings (office/split/warehouse) in the Atlanta area.
- Processed and responded to maintenance requests, and escalated specialized requests to electrical, plumbing, and HVAC technicians.
- Kept lounges, elevators, stairwells, lavatories, laundry facilities, common areas, and waste disposal areas clean and organized.
- Repaired or replaced plumbing fixtures, light fixtures and switches, ballasts, doors and hardware, windows and screens, and floor covering, including tile, hardwood, laminate, or carpeting.
- Patched, painted, and finished hard surfaces, and changed air conditioning filters as routine maintenance.
- Assess property damage and identified type of repair work needed.

Education

G.E.D. Completion, Athens Tech 2005

Current student at Atlanta Tech For computer science/Cyber security

CompTIA A+ (Expected early 2022)

CompTIA network+ (expected early 2022)

Google IT Fundamentals (expected early 2022)

McAfee, Marcus (330439) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
CareerBuilder.com

Hiring Manager
Carla Smith

Creation Date
Dec 28, 2021

Submission Type
External

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Candidate Attachment List:

Resume

1. [Marcus McAfee_2021xx.docx](#)

Personal Information

First Name
Marcus

Last Name
McAfee

Address (line 1)
3706 Sterling Ridge Court

Zip Code, City & County
30032 > Decatur > Dekalb

Place of Residence
United States > Georgia >
Decatur

Primary Phone Type
Mobile Phone

Area Code
678

Phone Number
3797404

Email Address
mcafeem@gmail.com

Preferred Salary
55000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
High School Graduate

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
mcafeem

Source Tracking

General
Job Board

Specific
CareerBuilder.com

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day, Variable

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
Towers High

State where Institution is located?
Georgia

Other Program
diploma

Education Level (Achieved)
High School Diploma/GED

Have you graduated?
Yes

Start Date

Graduation Date

Aug, 1992

Jun, 1996

Work Experience

Work Experience 1

Current job

Other Employer
Aveanna Healthcare

Other Function
Field Engineer

Start Date
Jun, 2019

End Date
Mar, 2020

Achievements

IT Execute technical deployment projects of Dell laptops while configuring 365 Provide level 2 and 3 support to clients remotely or travel to the location for face-to-face support Perform maintenance, patches, updates, Break / Fix and coordination of asset disposal Support EMR's GLS and Encore / Shine while being HIPAA compliant Monitor, troubleshoot and resolve all tickets using Kace routed from the Help Desk Provide technology training to existing, new hires and position specific training along with product, software and other training needs Migrate Windows 7 to Windows 10

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
SAP

Other Function
Desktop Support

Start Date
Oct, 2018

End Date
Feb, 2019

Achievements

IT Provide elite support within a corporate environment, face-to-face or remote with PC's, laptops and networking. Responsible for new hires setup, Break / Fix and orientation. Setup all conference rooms / training rooms using Skype and/or Polycom Voice and Video conferencing. Close ServiceNow tickets within SLA and to the satisfaction of the customer. 365 support and mobile devices support using JAMF Pro PC repair and re- image PC's and MacBook's

OK to contact employer?
Yes

Work Experience 3

Current job

Other Employer
Secureworks

Other Function
Help Desk Specialist

Start Date
May, 2018

End Date
Jul, 2018

Achievements

Run a technical tool to migrate applications using Active Directory settings and data during OS migration. Configure MacBook Pro to the domain and the correct applications per department using JAMF Pro Ran reports to see if any computers were vulnerable on the network; I would remotely patch each machine using Bomgar remote tool Process new ID account requests, changes, deletions in Active Directory and pushed software using Ivanti (LANDesk) 365 support and mobile devices support using AirWatch

OK to contact employer?
Yes

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP,	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2

Candidate Name
McAfee, Marcus (330439)

Job Title
Desktop Support Technician (211294)

VLAN, SNMP, RPC/HTTP, firewall
configuration, NAS, SAN?
Type: Single Answer

Required 5/5
Assets 0/0

100%

Marcus McAfee

3706 Sterling Ridge Court, Decatur GA 30032

678.379.7404

mcafeem@gmail.com

Skills:

Operating Systems: Windows 9x/NT/2K/XP/ME/7/8/10, MacOS Mojave, IGEL

Software: Remedy, ServiceNow, Clarity, Office Suite (Microsoft Word, PowerPoint, Excel, Outlook, Lync, Forefront, SharePoint), Adobe Acrobat, Office 365, Skype, Clientele, GroupWise, Oracle, Citrix, Lotus Notes, FTP, VPN, AirWatch, MobileIron, Maas360, PeopleSoft, WebEx, Ivanti, Active Directory and SCCM 2012, JAMF Pro, Jira.

Hardware: Upgrading and building Desktops and Laptops, troubleshooting Brother, Kyocera, HP, Lexmark printers and scanners, Mobile PC's on carts, Wyse devices, MacBook, Blackberry, Thin clients, Android, iPhone and iPad

Employment:

Concentra, Atlanta, GA

December 2020-September 2021

System Support Analyst II

- Determined the probable cause of computer or software-related problems by reviewing written procedures, using problem solving software, and communicating on weekly conference calls.
- Configures and test computer hardware, networking software and operating system software.
- Travel to different offices in the southeast region for face-to-face support following Safe Work Practices per CDC guidelines while wearing a mask and fully vaccinated.
- Perform onsite and remote (Bomgar and Remote Desktop) customer support, hardware, software assistance and training to all clinical and administrative departments.
- Image Dell laptops, HP thin clients with Windows 10 or IGEL while configuring Office 365
- Monitor, troubleshoot and resolve all tickets using ServiceNow routed from the Help Desk
- Complete weekly status reports and monthly expense reports

Southern Company, Atlanta, GA

September 2020-December 2020

IT Field Engineer

- Image Dell laptops, Panasonic Toughbook and MS Surface Pro while configuring Office 365
- Troubleshoot and repair hardware, software, operating systems and peripheral
- Perform maintenance, patches, updates, Break/Fix and coordination of asset disposal
- Provide remote support to Work at Home and Field Techs due to Covid-19
- Travel to different offices in Georgia for face-to-face support following Safe Work Practices per CDC guidelines
- Monitor, troubleshoot and resolve all tickets using Remedy routed from the Help Desk
- Work with vendors on repairs, updates, and returns with hardware, software, network and projects.
- Schedules and perform preventative maintenance of networking, software, and hardware components.

Aveanna Healthcare, Atlanta, GA

June 2019-March 2020

IT Field Engineer

- Execute technical deployment projects of Dell laptops while configuring Office 365
- Provide level 2 and 3 support to clients remotely or travel to the location for face-to-face support
- Support EMR's GLS and Encore/Shine while being HIPAA compliant
- Perform network administration duties for all networking software and hardware.
- Monitor, troubleshoot and resolve all tickets using Kace routed from the Help Desk
- Provide technology training to existing, new hires and position specific training along with product, software and other training needs
- Migrate Windows 7 to Windows 11

SAP, Alpharetta, GA

October 2018-February 2019

Desktop Support II

- Provide elite support within a corporate environment, face-to-face or remote with PC's, laptops and networking.
- Responsible for new hires setup, Break/Fix and orientation.
- Setup all conference rooms/training rooms using Skype and/or Polycom Voice and Video conferencing.
- Close ServiceNow tickets within SLA and to the satisfaction of the customer.
- Office 365 support and mobile devices support using JAMF Pro
- PC repair and re-image PC's and MacBook's
- Escalate problems to vendor and/or developer for advanced debugging or software correction.

Secureworks, Atlanta, GA

May 2018-July 2018

Help Desk/Desktop Support

- Run a technical tool to migrate applications using Active Directory settings and data during OS migration.
- Configure MacBook Pro to the domain and the correct applications per department using JAMF Pro
- Ran reports to see if any computers were vulnerable on the network; I would remotely patch each machine using Bomgar remote tool
- Process new ID account requests, changes, deletions in Active Directory and pushed software using Ivanti (LANDesk)
- Office 365 support and mobile devices support using AirWatch

GA School of Orthodontics, Duluth, GA

October 2017-March 2018

Desktop Support (Contractor)

- Provide support to doctors and administration with white glove support
- Responsible for maintaining, imaging, configuring, and upgrading Windows 7, 8 and 10 computer systems. Support EMR software Dentrix and performs minor and major computer repairs and coordinates vendor support for more critical repairs.
- Tracking/prioritizing work using a proprietary ticket management system and meeting deadlines as set in departmental SLAs

- Provide phone, face-to-face and email support to on-site and field employees on a variety of issues including system access and operation using Active Directory and Office 365
- Provide technology training to existing, new hires and position specific training along with product, software and other training needs
- Configure and deploy ShoreTel VOIP phones and worked with production teams to install, troubleshoot and configure classroom A/V systems

Mingledorffs, Atlanta, GA

April 2017-July 2017

Systems Support Analyst (Contractor)

- Implement and lead support for Tier 1 Support Teams/Help Desk best practices
- Access, communicate and recommend mitigations for risks associated with IT projects
- Administration of MSFT Exchange, Office 365, Server environments, both HW, SW and OS
- Evaluate, implement and manage PC/Laptop imaging process, standard HW order list and exception process
- Provide technology training to existing, new hires and position specific training along with product, software and other training needs

Reliance Steel & Aluminum, Atlanta, GA

September 2016-February 2017

Senior Field Support Analyst

- Installed and configured Microsoft Windows Operating Systems, Office 365, network cards, hard drives, CD-ROMS, memory, and various software applications on desktop and laptop computers. Run a technical tool to image desktops, laptops and thin clients using Microsoft Deployment Toolkit (MDT) and data during OS migration.
- Provide face-to-face and remote support for multiple sites around the country doing migrations, repairs, troubleshooting and networking.
- Travel and lead other technicians on projects, deployments and escalated tickets.
- Maintain the IT asset rotation for decommissioned assets.

Delta, Atlanta, GA

December 2015-June 2016

Service Desk Specialist II (Contractor)

- Provide customer service and support via ACD, outbound calls, e-mail or fax about software hardware and escalated issues.
- Research users RACF in mainframe platforms and Active Directory, evaluate resolutions to problems, report service interruptions, and facilitate incident management process.
- Supported over 200 sites and software for over 30,000 employees.
- Used proprietary MDM software (AirWatch) to determine if it is an application issue (code) or configuration issue with the users account working on mobile devices such as Android, iPhone, and Windows Surface tablets (Enterprise activation, restoring data and security wipes)

Alliant Health Solutions-GMCF, Dunwoody, GA

September 2014-November 2015

Senior Desktop Support Administrator

- Responsible for maintaining, imaging, configuring, and upgrading Windows 7, 8 and 10 computer systems. Performs minor and major computer repairs and coordinates vendor support for more critical repairs.
- Hands on with Executives resolving any planned or unplanned issues to meet a deadline.
- Tracking/prioritizing work using a proprietary ticket management system and meeting deadlines as set in departmental SLAs.
- Administrated Maas360 (MDM) to Androids, iPhones and iPads allowing users to see their email and calendar appointment.
- Maintaining and updating hardware and software inventories on desktop and server equipment compliance with software licensing.
- Performing onsite and remote (Landesk and Remote Desktop) customer support, hardware, software assistance and training to all clinical, governmental and administrative departments.
- Process new ID account requests, maintain, clean and update accounts in Active Directory.
- Provide after-hours support to external and internal staff using Citrix Portal and VPN.
- Support with Video/Audio Conferencing in boardrooms and remote locations.

Novelis, Atlanta, GA

November 2013-February 2014

Desktop Support

- Perform installations and migrations imaging XP to Windows 7 and Office 2010, FTP updates, troubleshooting hardware, software, network issues, accounting data repair, conversions, cleaning registries and beeper coverage as scheduled.
- Run daily audit of application availability and push application with SCCM 2012
- Provide second and third level desktop support, which includes centralized problem and service request resolution for customers, appropriate incident management including documenting knowledgebase.
- Meet SLA's, collect, store and update assets database daily.

TMX Finance, Alpharetta, GA

January 2013-September 2013

Help Desk/Desktop Support II

- Provide phone and email support to on-site and field employees on a variety of issues including system access and operation using Active Directory
- Extensive application user support for proprietary software
- Properly document and track the details of the problem, analyze both status and resolution within the Help Desk tracking application in a call center environment
- Follow through and communicate with the user while working the problem to ensures successful and timely completion of the problem
- Execute ticket reviews, statistical reports or handle special projects as needed

Aetna Insurance, Alpharetta, GA

March 2012-December 2012

Help Desk\Desktop Support

- Provide customer service and support to Domestic and International users via Desk Side, ACD, outbound calls, e-mail or fax about software and hardware related issues.
- Process new ID account requests, changes, and deletions in Active Directory.
- Perform installations and migrations of XP to Windows 7 and Office 2010, FTP updates, troubleshooting hardware, software, network issues, accounting data repair, conversions, cleaning registries and beeper coverage as scheduled.
- Install and configure Mac's and PC's

- Remote support using VMware and Citrix Desktop Director.
- Provide and support Secure Token (VeriSign) and VPN connections.
- Troubleshoot Avaya (Telephony) software and hardware
- Configure mobile devices (Android, iPhone, tablets and Blackberry) to access the Aetna network to send and receive emails and wipe if necessary

CSX, Jacksonville, FL

November 2010-March 2011

Service Desk Specialist (Contractor)

- Provide customer service and support via ACD, outbound calls, e-mail or fax about software hardware and escalated issues.
- Research users RACF in mainframe platforms and Active Directory, evaluate resolutions to problems, report service interruptions, and facilitate incident management process.
- Assisted in a major 3000 end-users Windows XP to Windows 7 migration and Microsoft Office 2003 to Microsoft Office 2010 migration successfully.
- Used proprietary MDM software to determine if it is an application issue (code) or configuration issue with the users account working on mobile devices such as Android, iPhone, iPad and Blackberry (Enterprise activation, restoring data and security wipes)

Emory University Hospital, Atlanta, GA

September 2007-May 2010

Information Services Analyst II

- Handled escalated billing, data entry, real-time patient results, accurate ordering, documentation, charting and Imaging problems being a Subject Matter Expert (SME) for EMR Cerner Millennium (Powerchart) which interfaced to HealthQuest (AS/400).
- Communicated with staff members (including programmers and business analysts) to resolve software errors as described by the user; contacts software and hardware vendors to request service regarding defective products and preparing data to be sent to the proper clearinghouse.
- Contacted users to ensure their satisfaction with solutions to problems. Produced monthly activity reports and assisted in the GroupWise to Microsoft Outlook 2007 migration.
- Perform onsite and remote customer support, hardware, software assistance and training to all clinical units in designated EHC hospitals and clinics troubleshooting mobile devices working with iOS, Android OS, BES platforms and Macs
- Address Mobile Cart issues on more than 15 Units that consist of at least 7 Carts per Unit. Educate over 5000 end-users the proper way to utilize the carts and locating their IP addresses, hostname, print queues, axis boxes and cables to further troubleshoot outstanding issues.

McColl, Marcus Tyler (483788) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
LinkedIn

Hiring Manager
Carla Smith

Creation Date
Dec 31, 2021

Submission Type
External

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The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [Marcus Resume 2021.docx](#)

Personal Information

First Name Middle Name Last Name
Marcus Tyler McCull

Address (line 1)
7282 Taloga Lane

Zip Code, City & County
30291 > Union City > Fulton

Place of Residence
United States > Georgia >
Atlanta

Primary Phone Type
Mobile Phone

Area Code Phone Number
770 8839597

Email Address
marcustyler15@gmail.com

Preferred Salary
\$50,000

Willing to relocate?
No

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Bachelor Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
MarcusTyler07

Source Tracking

General
Social network service

Specific
LinkedIn

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
University of West Georgia

State where Institution is located?
Carrollton, Ga

Program
Management Information Systems

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Start Date

Graduation Date

Aug, 2017

Dec, 2021

Work Experience

Work Experience 1

Current job

Employer
Federal Reserve Bank of Atlanta

Other Function
Research IT Intern

Start Date
Sep, 2021

OK to contact employer?
Yes

Reason for leaving
Graduated

Work Experience 2

Current job

Other Employer
iFixandRepair
Other Function
Computer Technician

Start Date
Jan, 2021

End Date
Aug, 2021

OK to contact employer?
No

Reason for leaving
Started internship

Work Experience 3

Current job

Other Employer
University of West Georgia
Other Function
Technical Support Student Assistant

Start Date
Aug, 2017

End Date
May, 2019

OK to contact employer?
Yes

Questionnaire

Question	Answer	Required/Asset	Result
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1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

Marcus McColl

Union City, GA, 30291

770-883-9597

marcustyler15@gmail.com

Experienced and knowledgeable Information Technology student with 4+ years of Help Desk experience, looking to expand skills in Information Technology.

Education

University of West Georgia, Carrollton, GA

December 2021

Bachelor of Business Administration, Management Information Systems

- **Concentration:** Cyber Security
- **Dean's List:** Spring 2019
- **Student Involvement:** President of Student Activities Council, Member of Alpha Phi Alpha Fraternity, Inc.

Skills

- Troubleshooting – Ability to diagnose and resolve technical problems
- Hardware installation - Ability to install or remove hardware components.
- Software installation - Ability to install or remove different software programs and operating systems.
- Problem Solving - Capable of determining issues and how to solve them.
- Ability to stay up to date on new tech equipment – Continuously learning various new technological advances and software to stay up to date with current trends.
- Team-oriented- Capable of working in different environments, being a team player, and being flexible in various tech cultures.

IT Experiences

Federal Reserve Bank of Atlanta, Atlanta, GA

September 2021-Present

Research IT Intern

- Workstation Compliance
 - Build and repair user's virtual machines
 - Install and update user's clients
 - Backup, wipe, and install users operating systems
 - Minor Firewall testing
 - Testing trunk ports
- End-User System Support
 - Install and update user's work equipment/devices
 - Troubleshoot desktop and network issues
 - Complete inventory of department equipment and devices

iFixandRepair, Douglasville, GA

January 2021-August 2021

Cell Phone/Computer Technician

- Perform hardware and software repairs on Apple and Androids devices
- Enter work orders into ticketing system.

University of West Georgia, Carrollton, GA

August 2017-May 2019

Student ITS, Help-Desk Student Assistant

- Perform hardware and software preliminary diagnoses and repairs.
- Install new applications and fix software problems that occur.

Marcus McColl

Union City, GA, 30291

770-883-9597

marcustyler15@gmail.com

- Enter work orders into Footprints ticket system

Staples, Carrollton, GA

May 2019-July 2020

Tech Associate

- Assist customers with any technical needs while providing excellent customer service.
- Install virus protection on customers PC's
- Repair hardware problems customers may have
- Selling new tech equipment to customers

Technology Summary

Certifications:

- Cisco: CyberOps Associate (July 2021)
- Cisco: Introduction of IoT Certification (May 2021)

Systems: Windows, Linux, Mac OS, Mobile

Languages: C++, HTML, SQL

Databases: Active Directory, Oracle, Access, SAP

Software: Microsoft Office Suite, MS Intune, MS Visual Studio, Microsoft Hyper-V

Montgomery, Maria N. (483849) applied for job: Desktop Support Technician (211294)

Step HM Review/Interview	Latest Submission Medium Online	Recruiter Michael Morning
Status To be Reviewed	Source LinkedIn	Hiring Manager Carla Smith
Creation Date Jan 1, 2022	Submission Type External	

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [MM 2021.docx](#)

Personal Information

First Name: Maria
Middle Name: N.
Last Name: Montgomery

Address (line 1)
3076 Hazelwood Drive

Zip Code, City & County
30311 > Atlanta > Fulton

Place of Residence
United States > Georgia > Atlanta

Primary Phone Type
Mobile Phone

Area Code: 404
Phone Number: 3549641

Email Address
tashafierce23@gmail.com

Preferred Salary
\$56,000

Willing to relocate?
No

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Masters Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm, contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
Mont8686

Source Tracking

General
Social network service

Specific
LinkedIn

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
Grand Canyon University

State where Institution is located?
Arizona

Other Program
BUSINESS ADMINISTRATION MANAGEMENT

Education Level (Achieved)
Masters Degree

Have you graduated?
Yes

Start Date
Jan, 2013

Graduation Date
Jan, 2015

Education 2

Other Institution
Clark Atlanta University

State where Institution is located?
Georgia

Other Program
FASHION MERCHANDISING

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Start Date
Jan, 2005

Graduation Date
Jan, 2011

Education 3

Other Institution
Columbia High

State where Institution is located?
Georgia

Other Program
College Prep

Education Level (Achieved)
High School Diploma/GED

Have you graduated?
Yes

Start Date
Jan, 2001

Graduation Date
Jan, 2004

Work Experience

Work Experience 1

Current job

Other Employer
Fiserv

Other Function
Technical Business Analyst

Start Date
Jul, 2021

End Date
Jan, 2022

Achievements

| ApTask / | (remote) Troubleshoot, diagnose and resolve moderately complex functional technical and / or operational problems. Interact and work in partnership with client partners in building knowledge on business analytics..

Provide understanding of technical troubleshooting approaches, tools and techniques, and ability to anticipate, recognize, and resolve technical (hardware, software, application, browsers, Operational systems or operational) problems, for building KB (Knowledge Base). Resolve production issues, performed validation and testing via PowerBI. Ensures successful and timely completion of assigned special projects and requests.

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
Clayton County Public Schools

Other Function
It Helpdesk Support Technician

Start Date
Dec, 2020

End Date
Jul, 2021

Achievements

| ProLogicITS / , | Installed, configured, and managed Windows Server features Installed DHCP, DNS, File and Storage services, and Active Directory Domain services. Provides daily technical support for network connectivity, peripheral equipment, hardware and software solutions and updates, and system maintenance. Deployed, maintained and operated numerous devices such as PCs, data projectors, iPads, printers and laptops. Managed multiple networking protocols, updated group policies, installing routers and configured IP addresses, as well as reimaging operating systems.. Provided technical training on hardware/software for new and existing users.

OK to contact employer?
Yes

Work Experience 3

Current job

Other Employer
Project | ZEP Manufacturing

Other Function
Data Integrity Analyst

Start Date
Aug, 2020

End Date
Nov, 2020

Achievements

(, Planned and implemented major data quality improvement efforts; including process redesign, data management policy changes, and large-scale data clean-

up Aggregated, manipulated, and analyzed data related to measuring over time the effectiveness and improved efficiencies gained Held regular business discussions with the assigned Sales / Managed Markets Stakeholders to assess how data is flowing through the systems Complied with the Strategic Analytics Governance Framework & Rule Management Framework when delivering rule monitoring and code development Power BI metrics

OK to contact employer?
 No

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

Maria N. Montgomery

3076 Hazelwood Drive Atlanta, GA 30311 | 4043549641 | maria.mont21@Yahoo.com |
<http://linkedin.com/in/maria-montgomery-29887118>

**IT SUPPORT TECHNICIAN | TECHNICAL SUPPORT ANALYST | TIER 2 TECH SUPPORT | POS
SUPPORT TECHNICIAN**

Leveraging end-to-end Information Technology expertise to bring and deliver strategic IT solutions solution while enhancing operational efficiency.

Professional Summary

Innovative and multi-talented IT professional accustomed to surpassing expectation in a deadline driven environment with a unique blend of back end banking expertise bringing the ability to deliver an innovative technical solution geared towards profitability in align with current market trend. Demonstrated history of success in implementing new procedures and technologies to strengthen security posture, enhance operational efficiency, and control costs. Possess an unwavering commitment to customer service, with the ability to build productive relationships, and win customer loyalty while maintaining the highest level of confidentiality. A quick learner with a proactive initiative to solve problems flexibly and paying close attention to details to create a successful workable platform. Comfortable working in a fast-paced environment by documenting success in all assigned operational task.

Professional Highlights

Core Competencies

Technical Support | MAC iOS | Windows/PC | Data/Financial Analysis | Process Improvement | Team Management/ Leadership | CompTIA A+ | Project Management | VLookup/Pivot Tables | Financial Reporting/Analysis | Strategic/Financial Planning | Time Management | Sales & Negotiations | Relationship Building | Technical Troubleshooting | Visio | Compliant Handling | Record Management | Problem Solving/Analytical Skills | POS/Cash Tracking System

Software Application Proficiencies:

Tableau (3yrs) | Power BI (2yrs) | SQL (4yrs) | Salesforce (4yrs) | SaaS (2yrs) | Workday (3yrs) | Windows 360 (5+yrs) | iOS (8yrs) | API (4yrs) | ServiceNow (4yrs) | SharePoint (4yrs) | MS Office (5+yrs) | SAP (2yrs)

Professional Experience

Technical Business Analyst |ApTask/Fiserv |Brookfield, WI (remote) July 2021- Jan 2022

- Troubleshoot, diagnose and resolve moderately complex functional technical and/or operational problems.
- Interact and work in partnership with client partners in building knowledge on business analytics. .
- Provide understanding of technical troubleshooting approaches, tools and techniques, and ability to anticipate, recognize, and resolve technical (hardware, software, application, browsers, Operational systems or operational) problems, for building KB (Knowledge Base).
- Resolve production issues, performed validation and testing via PowerBI.
- Ensures successful and timely completion of assigned special projects and requests.

IT HelpDesk Support Technician| ProLogicITS/Clayton County Public Schools, Riverdale, GA | Dec 2020 - July 2021

- Installed, configured, and managed Windows Server features
- Installed DHCP, DNS, File and Storage services, and Active Directory Domain services.
- Provides daily technical support for network connectivity, peripheral equipment, hardware and software solutions and updates, and system maintenance.
- Deployed, maintained and operated numerous devices such as PCs, data projectors, iPads, printers and laptops.
- Managed multiple networking protocols, updated group policies, installing routers and configured IP addresses, as well as reimaging operating systems. .
- Provided technical training on hardware/software for new and existing users.

Data Integrity Analyst (Project) | ZEP Manufacturing, Atlanta, GA Aug 2020 – Nov 2020

- Planned and implemented major data quality improvement efforts; including process redesign, data management policy changes, and large-scale data clean-up
- Aggregated, manipulated, and analyzed data related to measuring over time the effectiveness and improved efficiencies gained
- Held regular business discussions with the assigned Sales/Managed Markets Stakeholders to assess how data is flowing through the systems
- Complied with the Strategic Analytics Governance Framework & Rule Management Framework when delivering rule monitoring and code development
- Power BI metrics

Level II Tech Specialist | NCR Corporation, Atlanta, GA April 2019 – July 2020

- Streamlined and processed credit/debit card reporting data for customer accounts to reduce vulnerability risk.
- Maintained excellent customer account file record ensuring a 100% uptime: Leveraging Salesforce and in-house processing platform.
- Established extensive procedures for reconciling monies to balance amounts due to merchant's bank via Excel and PowerBI.
- Identified and enhanced processes for responding to inquiries from internal and external clients.

- Developed streamlined procedures that decreased labor time and eliminated redundancies.
- Troubleshoot network communication, software, and user account trouble calls both onsite and remotely.
- Managed user accounts and settings
- Trained Staff on use of computer systems

PCI Compliance Specialist | Sysnet Global Technologies, Sandy Springs, GA Feb 2018 - Apr 2019

- Implemented and verified data integrity and accuracy through PCI DSS compliance procedure based on needs assessment.
- Created and maintained compliance data sheets for numerous customers.
- Implemented marketing strategies in team meetings which resulted in 12% growth of customer base.
- Interacted with Sales in regards to customer satisfaction and procedure accuracy.
- Effectively communicated with franchises via phone, e-mail, and software updates to help them maximize their production efficiency to improve gross sales and net revenue.

Client Service Representative | Priority Payment Systems, Alpharetta, GA Aug 2014 - Dec 2017

- Developed new customer relations through telephone contact and sales activity increasing customer service satisfaction. .
- Worked under strict deadlines and responded to service requests and emergency call-outs.
- Expressed appreciation for patronage, inviting and encouraging customer return visits.
- Recommended, selected and helped locate merchandise based on customer needs and desires.
- Increased total financial sales exceeding goals consistently by engaging clients proactively and delivering professional, concierge service.

Education

M.Sc. Business Administration and Management | Grand Canyon University - Phoenix, AZ

Jun 2013 - Jul

2015

Bachelor of Arts: Fashion Merchandising and Design | Clark Atlanta University

Aug 2005 - May

2011

High School Diploma: College Prep | Columbia High School - Decatur, GA Aug 2001 - May

2004

References

Robert Buncic
Business Solutions Supervisor, Fiserv
Phone: (402) 202-7026

Antaeus Phelps
Customer Success Supervisor, NCR:
Phone: (404) 642-4548

Darryl Chatman
Customer Success Manager, NCR:
Phone: (404) 558-4692

Adrian Wynn
HR Coordinator, Cumulus Media:
Phone: (404) 260-6601

McElveen, Daniel Carrington (481768) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Career Section

Hiring Manager
Carla Smith

Creation Date
Dec 20, 2021

Submission Type
External

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Candidate Attachment List:

Resume

1. [IT Resume \(4\).docx](#)

Personal Information

First Name Middle Name Last Name
Daniel Carrington McElveen

Address (line 1)
3355 Haverhill Rowe

Zip Code, City & County
30044 > Lawrenceville >
Gwinnett

Place of Residence
United States > Georgia >
Lawrenceville

Primary Phone Type
Mobile Phone

Area Code Phone Number
843 6104746

Email Address
mcelveend@yahoo.com

Preferred Salary
60000

Willing to relocate?
No

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Masters Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
Mcelveend

Source Tracking

General
City of Atlanta Website

Specific
Career Section

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
WALDEN UNIVERSITY

State where Institution is located?
Minnesota

Other Program
BUSINESS ADMINISTRATION

Education Level (Achieved)
Masters Degree

Have you graduated?
Yes

Start Date
Jan, 2018

Graduation Date
Jan, 2018

Education 2

Other Institution
WALDEN UNIVERSITY

State where Institution is located?
Minnesota

Other Program
PUBLIC ADMINISTRATION

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Start Date
Jan, 2014

Graduation Date
Jan, 2015

Work Experience

Work Experience 1

Current job

Other Employer
DD'S DISCOUNTS |

Other Function
Store Manager

Start Date
Jun, 2021

Achievements

| Manage 5+ million- dollar store with accountability of 30+ associates. Directly manage the development and training of 4- person management staff. Troubleshoot all store- level IT hardware and software issues for Microsoft Windows PCs / tablets. Create help desk tickets for replacement of damaged / non- functioning PC / wireless hardware / devices. Install new software/hardware and completed program updates store- level. Manage networking of wireless printers / scanners store- level. Setup, reset, and unlock user accounts with Active Directory.

OK to contact employer?
No

Work Experience 2

Current job

Other Employer
T.J. MAXX (THE TJX COMPANIES) |

Other Function
Operations Assistant Store Manager

Start Date
 Feb, 2017

End Date
 Jun, 2021

Achievements

| Managed 10+ million- dollar store with accountability of 70+ associates. Accountable for recruiting, hiring, onboarding, and training of all associates. Oversaw schedule creation utilizing Kronos scheduling software. Troubleshot all store- level IT hardware and software issues including but not limited to identifying and resolving pc, printer, and Microsoft Windows issues. Proficient use of Microsoft Excel and Microsoft Word to review and analyze business financials and reports. Managed, reviewed, edited, and submitted weekly payroll.

OK to contact employer?
 Yes

Work Experience 3

Current job

Other Employer
DEVICE EXPERTS, LLC

Other Function
 Owner

Start Date
 Jan, 2012

End Date
 Feb, 2017

Achievements

SR. IT / | | FLORENCE, SC Owned and operated two smartphone and computer repair stores. Managed 2 salaried, 2 hourly managers, and 6+ team members. Managed all business accounting and financial processes. Completed all accounts payable (AP) and accounts receivable (AR) for both store locations. Oversaw all human resources (HR) functions and ensured compliance with FMLA, wage, and labor laws. Troubleshot, diagnosed and repaired PCs, iMacs, MacBook, and iPhone / Android smartphone devices. Suggested and recommended solutions to customer ' s device / PC / Mac computer by installing new hardware and software. Disassemble / reassemble PCs, Macs, smartphones, and tablets. Specialized in replacing cracked, damaged, and non-responsive smartphone, tablet, and PC damaged screens.

OK to contact employer?
 Yes

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer	Yes	-	0/2
	X No	Met (Required)	0/0

Information Systems and/or Information or related field? Type: Single Answer	Result for question: 0/2		
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes No	Met (Required) -	2/2 0/0
Result for question: 2/2			
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes No	Met (Required) -	2/2 0/0
Result for question: 2/2			
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes No	Met (Required) -	2/2 0/0
Result for question: 2/2			
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes No	Met (Required) -	2/2 0/0
Result for question: 2/2			
			Required 5/5 Assets 0/0
			80%

Daniel Carrington McElveen, III

Atlanta, GA | 843-610-4746 | mcelveend@yahoo.com

Experience

STORE MANAGER | DD'S DISCOUNTS | JUN 2021-PRESENT ATLANTA, GA

- Manage 5+ million-dollar store with accountability of 30+ associates.
- Directly manage the development and training of 4-person management staff.
- Troubleshoot all store-level IT hardware and software issues for Microsoft Windows PCs/tablets.
- Create help desk tickets for replacement of damaged/non-functioning PC/wireless hardware/devices.
- Install new software/hardware and completed program updates store-level.
- Manage networking of wireless printers/scanners store-level.
- Setup, reset, and unlock associate user accounts with Active Directory.

OPERATIONS ASSISTANT STORE MANAGER | T.J. MAXX (THE TJX COMPANIES) | FEB 2017- JUN 2021 ATLANTA, GA

- Managed 10+ million-dollar store with accountability of 70+ associates.
- Accountable for recruiting, hiring, onboarding, and training of all associates.
- Oversaw associate schedule creation utilizing Kronos scheduling software.
- Troubleshot all store-level IT hardware and software issues including but not limited to identifying and resolving pc, printer, and Microsoft Windows issues.
- Proficient use of Microsoft Excel and Microsoft Word to review and analyze business financials and reports.
- Managed, reviewed, edited, and submitted weekly Associate payroll.

OWNER & SR. IT/DESKTOP SUPPORT TECHNICIAN | DEVICE EXPERTS, LLC | JAN 2012-FEB 2017 FLORENCE, SC

- Owned and operated two smartphone and computer repair stores. Managed 2 salaried, 2 hourly managers, and 6+ team members.
- Managed all business accounting and financial processes. Completed all accounts payable (AP) and accounts receivable (AR) for both store locations.
- Oversaw all human resources (HR) functions and ensured compliance with FMLA, wage, and labor laws.
- Troubleshotted, diagnosed and repaired PCs, iMacs, MacBook, and iPhone/Android smartphone devices.
- Suggested and recommended solutions to customer 's device/PC/Mac computer by installing new hardware and software.
- Disassemble/reassemble PCs, Macs, smartphones, and tablets.
- Specialized in replacing cracked, damaged, and non-responsive smartphone, tablet, and PC damaged screens.

MASTER OF BUSINESS ADMINISTRATION | JULY 2018 | WALDEN UNIVERSITY

- Major: Corporate Finance

GRADUATE CERTIFICATE | JULY 2017 | WALDEN UNIVERSITY

- Major: Business Management

BACHELOR OF SCIENCE | AUGUST 2015 | WALDEN UNIVERSITY

- Major: Political Science and Public Administration

Skills & Abilities

- Active Directory
- IT Technical Support
- Networking TCP/IP, DNS, DHCP
- Hardware and Software Troubleshooting
- Customer Service
- Mac OS
- VoIP
- Microsoft Windows
- Microsoft Office 365 Suite: Word, Excel, PowerPoint, Outlook

Oguizu, Kizito Simon (483663) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
LinkedIn

Hiring Manager
Carla Smith

Creation Date
Dec 31, 2021

Submission Type
External

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Candidate Attachment List:

Resume

1. [Handel Google IT CV1.pdf](#)

Other Attachments

1. [A+ \(System Professional\)20151014.jpg](#)
2. [Coursera Online Courses & Credentials From Top Educators. Join for Free Coursera \(1\).pdf](#)

Personal Information

First Name
Kizito

Middle Name
Simon

Last Name
Oguizu

Address (line 1)
12 Popoola Banjoko Street,
Sholuyi, Gbagada, Lagos,
Nigeria.

Zip Code, City & County
10001 > Manhattan > New
York

Place of Residence
Nigeria > Lagos > Kosofe

Primary Phone Type
Mobile Phone

Area Code
803

Phone Number
5046635

Email Address
handeliantech@gmail.com

Preferred Salary
\$80,000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I require sponsorship to work
in this country

Personal Data
Highest Level of Education
Completed
Bachelor Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
Moz

Source Tracking

General
Social network service

Specific
LinkedIn

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
MUSON SCHOOL OF MUSIC

State where Institution is located?
Lagos

Other Program
VOCAL PERFORMANCE

Education Level (Achieved)
Associate Degree

Have you graduated?
Yes

Student name while attending the program
Kizito Oguizu

Start Date

Graduation Date

Jan, 2017

Jan, 2019

Education 2

Institution

Federal University of Technology, Owerri

State where Institution is located?

Owerri

Other Program

Materials & Metallurgical Engineering

Education Level (Achieved)

Bachelor Degree

Have you graduated?

Yes

Student name while attending the program

Kizito Oguizu

Start Date

Feb, 2008

Graduation Date

Jul, 2013

Work Experience

Work Experience 1



Current job

Other Employer

Tek Experts

Other Function

Technical Support Engineer

Start Date

Oct, 2021

Achievements

M365

- Communicate with end users / system administrators / solution integrators via phone, email, and / or chat to identify, diagnose, and troubleshoot their needs, as well as set expectations and deliver guidance on resolving the issue.
- Apply technical knowledge relevant to sole customer issues
- on Microsoft 365 Applications
- Etc.

OK to contact employer?

No

Work Experience 2



Current job

Other Employer

Handelian Tech-IT Solutions

Other Function

CEO/IT Support Specialist

Start Date

Nov, 2019

Achievements

IT Support • Hardware/Software Repairs and Maintenance • Troubleshooting • IT Support to individual / organizational clients • Installation / Configuration of Systems • Web design / development • Web Hosting and domain sales • Laptop / Desktop sales, etc

OK to contact employer?
Yes

Work Experience 3



Current job

Other Employer
White Soul Motors Ltd., Maryland

Other Function
It Support Officer

Start Date
Apr, 2016

End Date
Apr, 2017

Achievements

IT Technical • System / Network Maintenance • IT Support to Staff • Installation / Configuration of Systems- Software / Hardware • Tracking of Fleet vehicles nation-wide

OK to contact employer?
No

Certifications

Certification 1

Other Certification
Google-Coursera IT Support Professional

Organization
Google

Issue Date
Apr, 2020

Certification 2

Other Certification
A+ Training

Organization
iTRAIN Institute

Issue Date
Oct, 2005

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

KIZITO SIMON OGUIZU

+2348035046635, +2347052977360 | Lagos, Nigeria | handeliantech@gmail.com |
<https://www.linkedin.com/in/kizito-oguizu-08bbaaa8/>

Entry-level IT support professional seeking a full-time/part-time role in Information Technology. Recently completed the Google IT Support Professional Certificate — an eight-month IT support program that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs.

WORK & RELEVANT EXPERIENCE

Industrial Training

KarRox Technologies

- Web Development
- Java/C++ (beginner level)

Owerri
Jun/2009 - Sept/2009

Industrial Training

Federal Radio Corporation of Nigeria

- Control Room Training
- Trouble-shooting faults and providing solutions
- Outside Broadcast (OB) Van set up for Satellite Live Broadcast

FCT, Abuja
May/2010 – Oct/2010

Computer Engineer

T & T Investment Ltd.

- System/Network Maintenance
- IT Support to Staff and Customers
- Installation/Configuration of Systems and Network devices

Owerri
Feb/2013 - Dec/2013

Faculty – CompTIA A+

iTRAIN Institute

- System/Network Professional
- CompTIA A+ Training
- Installation/Configuration of Systems and Network devices

Owerri
Mar/2013 - Nov/2013

System Engineer Consultant (on Contract)

Globacom Telecommunications Office

- Repairs/Maintenance on SIM Registration Systems
- IT Support to Staff
- Installation/Configuration of Systems

Owerri
Mar/2013 - Dec/2013

System Engineer Consultant (on Contract)

Don-Mokus Nigeria Ltd.

- Repairs/Maintenance on Systems
- IT Support to Staff/Customers
- Installation/Configuration of Systems – Software/Hardware

Owerri
May/2013 - Feb/2014

National Youth Service Corps (NYSC)

Holy Child College, Ikoyi

- Physics Teacher
- Mathematics/Physics Department

Lagos
Nov/2014 - Sept/2015

System Engineer Consultant (on Contract)

Skyzone, Opebi, Ikeja

- System/Network Maintenance
- IT Support to Staff and Customers
- Installation/Configuration of Systems – Software/Hardware

Lagos
Jan/2016 - April/2016

IT Technical Support Officer

White Soul Motors Ltd., Maryland

- System/Network Maintenance
- IT Support to Staff
- Installation/Configuration of Systems – Software/Hardware
- Tracking of Fleet vehicles nation-wide

Lagos

April/2016 - April/2017

CEO - IT Support Specialist

Handelian Tech – IT Solutions

- Hardware/Software Repairs and Maintenance
- Troubleshooting
- IT Support to individual/organizational clients
- Installation/Configuration of Systems
- Web design/development
- Web Hosting and domain sales
- Laptop/Desktop sales, etc

Lagos

Nov/2019 - present

Technical Support Engineer M365

TEK EXPERTS

- Communicate with end users/system administrators/solution integrators via phone, email, and/or chat to identify, diagnose, and troubleshoot their needs, as well as set expectations and deliver guidance on resolving the issue.
- Apply technical knowledge relevant to sole customer issues
- Technical Support on Microsoft 365 Applications
- Etc.,

Lagos

Oct/2021 - present

EDUCATION

Google IT Support Professional Certificate

April/2020

Eight-month IT support program, developed by Google, that covers troubleshooting, customer service, networking, operating systems, system administration, and security, and includes hands-on labs

CompTIA A+ Exam (in view)

2020

DIPLOMA in VOCAL PERFORMANCE/OPERA

2017-2019

Music Society of Nigeria (MUSON) SCHOOL OF MUSIC

GRADE 7 PRACTICAL (Singing)

2019

Music Society of Nigeria (MUSON) SCHOOL OF MUSIC

GRADE 7 Theory in Music

2019

Music Society of Nigeria (MUSON) SCHOOL OF MUSIC

GRADE 5 PRACTICAL (Singing)

2016

Music Society of Nigeria (MUSON) SCHOOL OF MUSIC

GRADE 4 Theory in Music

2014

Music Society of Nigeria (MUSON) SCHOOL OF MUSIC

Italian Language (Beginner level)

2014

Java Development (Beginner)

2014

United Global Resources Limited, Lagos

B.Eng Materials & Metallurgical Engineering

2013

Federal University of Technology, Owerri

Software & Web Development KarRox Technologies, Owerri	2010
System/Network Professional (CompTIA A+ training) iTRAIN Institute, Owerri	2005
West African Senior School Certificate Government Secondary School, Owerri	2005
First School Leaving Certificate Assumpta International Nursery/Primary School	1999

TECHNICAL & BUSINESS PROFICIENCIES

Technical: Windows and a bit of Linux and MAC, High troubleshooting Skills, networking, directory services, security, data recovery, web design and development, repairs/maintenance, installation/configuration

Business: Customer support, project management, process improvement, people skills, general development

PROJECTS

IT Support

From 2005 (formally) – present, I have been providing IT Support services for my family, personal network and community with diligence and passion, developed elegant solutions using IT.

- Trouble-shooting Skills in Electronic/Electrical Engineering
 - Hardware/Software Trouble-shooting, Repairs & Maintenance, Installation
 - Web Development, Website Hosting, Maintenance, Design
- Portfolio:
- <https://handeliantech.com>
 - <https://handelstore.com>
 - <https://handeliantechsolutions.com.ng>
 - <https://muetconcept.com.ng>
 - <https://gtelmart.com>
 - <https://vocibellichorale.org.ng>
- etc
- Tenor/Baritone Soloist, Vocal Training, Performance, Conducting, Choir Training, Piano
 - Music Director/Founder VOCI BELLI NIGERIA CHORALE
 - CEO HANDELIAN TECH – IT Solutions (BN: 3090054)

ADDITIONAL SKILLS

- Tenor/Baritone Soloist,
- Vocal Training/Performance,
- Conducting, Choir/Piano Training,
- IT Training
- Circuit building

LANGUAGES SPOKEN

- English
- Igbo
- Italiano (Learner)

HOBBIES

Classical Music, Video Games, Solo Performance (Tenor/Baritone), Opera, Choir Training, Conducting, Vocal Training, Piano Training, Traveling and Reading.



CompTIA

Certificate Of
Excellence

This is to Certify that

Kizito Oguizu Simon

Has successfully completed the requirements to be recognized
as an *iTrain Certified System /Network Professional*

Given Under our band & seal on
This, the *24th*.....Day of ..*Oct. 2005.*

[Signature]

Co-ordinator of
Academic Council

DIRECT ALL ENQUIRIES TO THE CO-ORDINATOR, IMO STAE NIGERIA, EMAIL: ordinator@intrainng.com • 2347038793814



Accomplishments > Course Certificate

Technical Support Fundamentals



Technical Support Fundamentals

Google



4.8 (26,272 ratings) |

240K Students Enrolled

SKILLS YOU WILL GAIN

Binary Code

Customer Support

Linux

Troubleshooting



Completed by **KIZITO SIMON OGUIZU**

April 25, 2020

8 - 10 hours per week

Grade Achieved: 100.0%

KIZITO SIMON OGUIZU's account is verified. Coursera certifies their successful completion of [Technical Support Fundamentals](#).

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- Tech Blog















Nichols, Niam (482733) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
LinkedIn Social Status

Hiring Manager
Carla Smith

Creation Date
Dec 27, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [Niam Nichols1-4.docx](#)

Other Attachments

1. [Dear Hiring Manager \(1\).docx](#)

Personal Information

First Name
Niam

Last Name
Nichols

Address (line 1)
3404 Conley Downs Dr.
Powder A+ Certified

Zip Code, City & County
30127 > Powder Springs >
Cobb

Place of Residence
United States > Georgia >
Atlanta

Primary Phone Type
Mobile Phone

Area Code
201

Phone Number
2042386

Email Address
niamnichols@yahoo.com

Preferred Salary
65,000

Willing to relocate?
No

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Trade School Graduate

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
Niamnichols

Source Tracking

General
Job Board

Specific
LinkedIn Social Status

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
Lincoln Technical Institute

State where Institution is located?
New Jersey

Other Program
COMPUTER NETWORKING

Education Level (Achieved)
Trade School Graduate

Have you graduated?
Yes

Start Date

Graduation Date

Oct, 2010

Jan, 2012

Work Experience

Work Experience 1

Current job

Other Employer
Harry and David, Desktop Support

Other Function
Desktop Support Technician

Start Date
Jul, 2021

Achievements

Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users. Responsible for analyzing and resolving warehouse management system connectivity and automation issues (conveyer shipping lines & PC's). Documented and maintained supply of all required inventory.

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
IBM

Other Function
Desktop Support Technician II

Start Date
Apr, 2021

End Date
Jul, 2021

Achievements

Speaking to customers to quickly get to the root of their problem. Identifying hardware and software solutions. Talking customers through a series of actions to resolve a problem. Providing technical support via remote-access systems. Repairing hardware malfunctions, software issues, and networking problems. Software Package deployment using SCCM. Troubleshooting Client installation and software distribution issues within SCCM. Following up with clients to ensure the problem is resolved.

OK to contact employer?
Yes

Work Experience 3

Current job

Other Employer

Department of Labor

Other Function
 System Analyst II

Start Date
 May, 2020

End Date
 Oct, 2020

Achievements

Followed procedures set by client to save data, image and restore settings to new or existing computer systems. Provide onsite and remote desktop support for internal customers. Troubleshoot workstation & peripheral problems & effectively diagnose and resolve issues. Coordinate with vendor support to resolve technical problems with desktop hardware and software.

OK to contact employer?
 Yes

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	X No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	80%

Niam Nichols

A+ Certified

3404 Conley Downs Dr. Powder Spgs, GA 30127 c: (201) 204-2386 • email: niamnichols@yahoo.com

Computer Professional seeking a mid-level IT (Information Technology) position that will utilize my education and experience and allow me to continue developing the skill sets necessary for a successful career in the IT field.

- Excellent communication and interpersonal skills with proven performance in leadership roles
- Self-starter capable of working with minimal supervision; willing to accept any challenge.
- Focused, friendly, and trustworthy with the ability to relate easily to customers while still maintaining professionalism.

Education:

Lincoln Technical Institute, Edison, NJ

February 2012

Computer Networking and Security – GPA: 3.88 – Dean's List

Technical Skills:

- Installed, configured and troubleshoot Desktop Operating Systems such as, Windows 7, Windows 10, Mac OSX and MS Office Suite (2010,2013,2016,2019 & 365)
- Services and Protocols: TCP/IP, DHCP, DNS
- Managed and maintained objects in Active Directory
- Adding and removing user and resetting passwords in Active Directory

Professional Experience:

Harry and David, Desktop Support Technician

November 2020 to December 2020 &

July 2021 to Present

- Perform onsite analysis, diagnosis, and resolution of complex desktop problems for end users.
- Responsible for analyzing and resolving warehouse management system connectivity and automation issues (conveyer shipping lines & PC's).
- Documented and maintained supply of all required inventory.

IBM, Desktop Support Technician II (Contractor)

April 2021 to July 2021

- Speaking to customers to quickly get to the root of their problem.
- Identifying hardware and software solutions.
- Talking customers through a series of actions to resolve a problem.
- Providing technical support via remote-access systems.
- Repairing hardware malfunctions, software issues, and networking problems.
- Software Package deployment using SCCM.
- Troubleshooting Client installation and software distribution issues within SCCM.
- Following up with clients to ensure the problem is resolved.

Department of Labor, System Analyst II (Contractor)

May 2020 to October 2020

- Followed procedures set by client to save data, image and restore settings to new or existing computer systems.
- Provide onsite and remote desktop support for internal customers.
- Troubleshoot workstation & peripheral problems & effectively diagnose and resolve issues.

- Coordinate with vendor support to resolve technical problems with desktop hardware and software.

Katz Broadcasting, Desktop Support Technician

July 2019 to February 2020

- Provided support to end users relating to hardware and software.
- Responsible for troubleshooting, installation and configuration of Windows 10 and Mac desktops and laptops.
- Use Active Directory in order to create, delete or set accounts and change user passwords.
- Software Package deployment using SCCM.

Port Authority of NY & NJ, Desktop Support Technician (Contractor)
2019

February 2017 to June

- Responsible for troubleshooting, installation and configuration of Windows 7/10 desktops and laptops remotely using SCCM and Remote Desktop.
- Developed strong communication skills through face-to-face, phone, and email communication with users.
- Used Windows Servers, Active Directory in order to create, delete or set accounts and change user passwords.
- Provided support to end users relating to hardware and software, computer applications, LAN components and peripherals.
- Documented and performed hardware repairs on client equipment such as desktops, laptops, printers, and mobile devices.

St. Michael's Medical Center, Desktop Support Technician

November 2016 to February 2017

- Followed procedures set by client to save data, image and restore settings to new or existing computer systems.
- Map network drives and printers; loaded appropriate software packages such as operating systems, networking components and office 365.
- Provided technical support to diagnose, analyze, research and resolve computer problems for internal users.
- Monitored ticketing system and completed tickets in a timely manner.

Showtime Computer Services, Self Employed IT Consultant

January 2014 to January 2018

- Provide technical assistance to computer users assisting with hardware/software selections and set up.
- Perform initial set of desktops, laptops and tablets and wireless networks as well as peripheral installations for individuals at home and small businesses.
- Answer user inquiries regarding computer software or hardware operation to resolve problems.
- Enter commands and observe system functioning to verify correct operations and detect errors.
- Supported, monitored tested and performed troubleshooting on hardware and software problems pertaining to all hardware and software systems.
- Recommend the purchasing of new computer systems upon completion of diagnostic testing.
- Install and perform minor repairs to hardware, software, or peripheral equipment, following design or installation specifications.

Deutsche Bank, Desktop Support Technician II

May 2013 to January 2014

- Sets up installs new equipment which may include Desktops, Laptops, Printers, Network equipment, or other equipment as needed.
- Followed procedures set by client to save data, image and restore settings to new or existing computer systems.
- Map network drives and printers; loaded appropriate software packages such as operating systems, networking components and office.
- Monitored ticketing system and completed tickets in a timely manner.
- Maintained accurate inventory counts.

TLC Computer Services LLC, Field Service Technician

April 2012 to June 2013

- Maintained, analyzed, troubleshoot, and repaired computer systems, servers, and hardware and computer peripherals.
- Installed and configured standard software loads/images including Windows XP/Vista/7/Windows Server 2003 and 2008.
- Performed technical task inclusive of but not limited to hardware assembly and installation, testing and operational checks, interconnection of computer hardware systems and peripheral equipment.
- Trained customers how to identify, analyze, and repairs simple product failures, and identify parts needing to be replaced.

Dear Hiring Manager,

I believe my training, experience, and proven ability as a Level Two Desktop Support Technician will allow me to significantly contribute to your company's IT division. In reviewing the attached resume, you will note that I have acquired valuable experience in all facets of troubleshooting, installations, and maintenance for various desktop operations, hardware, and software. I possess a unique talent for delivering highly complex technical information into terms and concepts that the end users can readily grasp. Furthermore, I am multi-task oriented, enjoy a challenge, and continually stay abreast of the latest advancements in the IT field.

If you are seeking an IT professional who has excellent people and problem solving skills and can easily provide optimum support to your operations, then please consider what I have to offer. I believe it would be mutually beneficial for us to meet and discuss the goals of your company and how my technical abilities can help you achieve those goals.

Thank you for your time and consideration.

Richardson, David (444287) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
CareerBuilder.com

Hiring Manager
Carla Smith

Creation Date
Jan 2, 2022

Submission Type
External

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Candidate Attachment List:

1. [Copy of Copy of David Richardson.docx](#)

Personal Information

First Name
David

Last Name
Richardson

Address (line 1)
115 Pawn Drive

Zip Code, City & County
30116 > Carrollton > Carroll

Place of Residence
United States > Georgia >
Carrollton

Primary Phone Type
Mobile Phone

Area Code
678

Phone Number
8777869

Email Address
davidrichardson236@gmail.com

Preferred Salary
Negotiable

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Associate Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
Drich_i

Source Tracking

General
Job Board

Specific
CareerBuilder.com

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
West Georgia Technical College

State where Institution is located?
Georgia

Program
Computer Information Systems

Education Level (Achieved)
Associate Degree

Have you graduated?
Yes

Student name while attending the program
David

Start Date
Jan, 2017

Graduation Date
Jan, 2020

Education 2

Other Institution
Carrollton

State where Institution is located?
Georgia

Program
Computer Information Systems

Education Level (Achieved)
High School Diploma/GED

Have you graduated?
Yes

Student name while attending the program
David

Start Date
Jan, 2013

Graduation Date
Jan, 2017

Work Experience

Work Experience 1

Current job

Other Employer
Verizon

Other Function
Sales Rep

Start Date
Jul, 2020

Achievements
IT Support Helping customer with purchase Android, iPhone, smart watches, and tables and plans
Troubleshooting the mobile devices and software as well like operating systems and applications

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
Desktop Support

Other Function
Tanner

Start Date
Aug, 2019

End Date
Jul, 2020

Achievements
Troubleshoot application errors replacing defective equipment, while maintaining day-to-day system

reports Experience supporting call center department
 Troubleshooting Windows 7/10, Microsoft Office, and Global
 Protect VPN Supporting Laptops, Desktop, Printer

OK to contact employer?
 No

Reason for leaving
 COVID 19 termination

Work Experience 3

Current job

Other Employer
 Best Buy

Other Function
 Sales Consultant

Start Date
 Sep, 2018

End Date
 Jun, 2019

Achievements

Help customers become more familiar with their technology
 in their daily lives Handle Break / fix on laptops and
 desktops Upgrade / troubleshoot software, remove malware
 and virus

OK to contact employer?
 No

Reason for leaving
 Better opportunity

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP,	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2

Candidate Name
Richardson, David (444287)

Job Title
Desktop Support Technician (211294)

VLAN, SNMP, RPC/HTTP, firewall
configuration, NAS, SAN?
Type: Single Answer

Required 5/5
Assets 0/0

100%

Professional Summary

I have over 2+ years of IT support. My purpose is to assist end users and help them become more familiar with Microsoft applications, altering, and resolving any problems that may occur. While obtaining experience on troubleshooting software. I am looking for a great company that will allow me to grow my IT skills.

Education

West Georgia Technical College - Carrollton GA August 2017 - December 2020 •

Associate's Network Specialist

Carrollton High School – Carrollton, GA May 2017

- High School Diploma

Certifications

- PC Repair & Network Technician - December 2020, Carrollton GA

Professional Experience

Verizon – Sales Rep/ IT Support July 2021 Present • Helping customer with purchase Android, iPhone, smart watches, and tables and plans • Troubleshooting the mobile devices and software as well like operating systems and applications

Tanner Health System - Intern Desktop Support August 2019 – January 2021

- Troubleshoot application errors replacing defective equipment, while maintaining day-to-day system reports
- Experience supporting call center department
- Troubleshooting Windows 7/10, Microsoft Office, and Global Protect VPN
- Supporting Laptops, Desktop, Printer

Best Buy - Sales Consultant September 2018 - July 2019 • Help customers become more familiar with technology in their daily lives

- Handle Break/fix on laptops and desktops
- Upgrade/ troubleshoot software, remove malware and virus

Subway Restaurant - Sandwich Artist October 2017 - June 2018 • Make sandwiches whether it's a Subway crafted sandwich or any kind of sandwiches that Subway offers • Use the cash register to ring customers up

Richmond, Lasondra Shanae (429645) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Career Section

Hiring Manager
Carla Smith

Creation Date
Dec 20, 2021

Submission Type
External

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Candidate Attachment List:

Resume

1. [IT_Specialist_Experience \(1\) \(1\).docx](#)

Personal Information

First Name	Middle Name	Last Name
Lasondra	Shanae	Richmond

Address (line 1)
4401 Erabele Drive

Zip Code, City & County
37167 > Smyrna >
Rutherford

Place of Residence
United States >
Tennessee > Nashville

Primary Phone Type
Mobile Phone

Area Code	Phone Number
901	3268787

Email Address
lasondrarichmond@gmail.com

Preferred Salary
52500

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of
Education Completed
Associate Degree

Are you fluent in any other language other than
English?
EN - English

Military Service
Active Military? Dates/Branch/Rank
Yes 05/1995-08/2012

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF ATLANTA

Are you presently employed by the City of
Atlanta?
No

Are you currently employed by or have you ever been employed by a
company, firm, contractor or other that does business with the City of
Atlanta?
No

Have you ever worked
for the City of Atlanta?

Candidate Name
Richmond, Lasondra Shanae (429645)

Job Title
Desktop Support Technician (211294)

No
Public
Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked
User Name
lasondrarichmond

Source Tracking

General
City of Atlanta Website
Specific
Career Section

Submission Medium

Original Submission Medium	Latest Submission Medium
Online	Online

Profile Information

Employee Status	Job Type
Regular	Standard
Shift	Schedule
Day	Full-time

Experience and Credentials

Education

Education 1	Other Institution REMINGTON COLLEGE
State where Institution is located? Tennessee	Other Program COMPUTER NETWORK TECHNOLOGY

Candidate Name
Richmond, Lasondra Shanae (429645)

Job Title
Desktop Support Technician (211294)

Education Level (Achieved)
Associate Degree

Have you graduated?
Yes

Student name while attending the program
lasondra Richmond

Start Date
Mar, 2008

Graduation Date
Mar, 2010

Education 2

Institution
Western Governors University

State where Institution is located?
TN

Other Program
Cloud Computing

Education Level (Achieved)
Bachelor Degree

Have you graduated?
No

Start Date
Sep, 2021

Graduation Date
May, 2023

Work Experience

Work Experience 1

Current job

Other Employer
USPS

Other Function
Mail Handler

Start Date
Feb, 2020

End Date
Aug, 2021

Achievements

Full-time (42 hours per week) Inspect packages and letters to ensure that prohibited items did not enter the mailing system. Maintain records of incoming and outgoing, Insured and Registered mail. Ensure safe delivery of heavy mail bags, boxes and packages from mail trucks to sorting stations.

OK to contact employer?
Yes

Reason for leaving
Career change

Work Experience 2

Current job

Other Employer

GENESIS

Other Function
It Specialist

Start Date
Dec, 2019

End Date
Aug, 2021

Achievements

Part-time (34 hours per week) Identify and break down problems using structured problem resolution approaches; and works with network specialists, applications developers, system administrators and security specialists to prevent recurring problems. Set up and manage complex software solutions in a healthcare or other large organizational environment. Assist or lead in physical equipment deployment efforts as well as technical compliance. Install and configure approved software applications. Ensure data closets are organized when adding or removing patch cabling Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software. Maintain confidentiality and security of company documents and customers. Assembled with other team members during sprint grooming and retrospective to discuss updates, changes, and concerns for each user story within the sprint. Ensure Help Desk tracking and asset information is accurate Document solutions to problems and recommends fundamental changes to system configurations to prevent recurrences. Evaluate usage patterns and recommend methods for improving the functionality of the problem resolution knowledge base. Provide methods and procedures for coordinating customer support activities to receive, respond to, and resolve customer issues. Prepared the web applications for staging, production, and deployment to customers to determine satisfaction of the applications. Provide a variety of IT customer support services essential to the effective performance of operating, network systems and applications, protocols, hardware, and software. Provide support to external and internal customers with varying levels of computing skills.

OK to contact employer?
Yes

Reason for leaving
Got full-time position

Work Experience 3

Current job

Other Employer
SERVICE CENTER SUPPORT, FedEx Freight

Other Function
Mail Handler

Start Date
Nov, 2017

End Date
Jan, 2019

Achievements

USPS, Full-time (42 hours per week) Inspect packages and letters to ensure that prohibited items did not enter the

mailing system. Maintain records of incoming and outgoing, Insured and Registered mail. Ensure safe delivery of heavy mail bags, boxes and packages from mail trucks to sorting stations. Full-time (40 hours per week) Perform administrative / clerical functions, including but not limited to, maintaining files, copying, imaging, answering phones, data entry, sorting / distributing mail and / or packages. Verify and complete required documentation and reports. System access administrator and technical support of over 100 employees. Enter freight shipment information into computer system to include, but not limited to, accurately status shipments, generate freight bills and / or correct freight bills, etc. Communicate with sales, operations, and other service centers and / or departments to ensure customer's needs are achieved and all issues are resolved.

OK to contact employer?
 Yes

Reason for leaving
 Career change

Work Experience 4

Current job

Other Employer
 US Community Credit Union
 Other Function
 IT Specialist Helpdesk II

Start Date
 Aug, 2021

OK to contact employer?
 Yes

Reason for leaving
 Promotion opportunities

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	X No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)?	X Yes	Met (Required)	2/2
	No	-	0/0

Type: Single Answer	Result for question: 2/2		
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question: 2/2		
		Required 5/5 Assets 0/0	80%

LaSondra S. Richmond

4401 ErabeleDrive
Smyrna, TN 37167
901-326-8787

lasondrarichmond@gmail.com

OBJECTIVE

Accomplished and energetic Navy veteran with a solid history of achievement in IT Specialist experience. I am a motivated leader with strong organizational and prioritization abilities. I am seeking to work in a dynamic professional environment with a growing organization and utilize my creativity and innovative thinking for benefit of the organization and myself. I want to be able to utilize my technical and management skills for achieving the target and developing the best performance in your organization.

EXPERIENCE

IT SUPPORT/ HELPDESK II, U.S. COMMUNITY CREDIT UNION, Nashville, TN

August 2021-Present

Full-time (40 hours per week)

- Provide responsive, timely support to all end-user questions and support requests. Answer the support help line, resolve the problem, document in the Service Desk Tool and ensure follow-through if the call is passed to another person. Set end-user expectations for resolution time and communicate changes in status as necessary.
- Work closely with other IT staff to insure clear communication on outstanding issues and user problems. Work as a team to distribute outstanding support problems and/or requests to even workload, establish priorities, and meet deadlines.
- Desktop support for all credit union standard applications including but not limited to Microsoft Windows, Office, mobile devices, and associated applications, Antivirus, MS Outlook, and other communication applications.
- Work directly with Network and/or Application group to resolve difficult problems including LAN, WAN, and special application issues.
- Responsible for adhering to the credit union established security procedures.
- Assists with hardware inventory to make sure it is up-to-date and accurate, maintaining proper inventory levels for new hires, replacement of frequently needed parts and redundancy factors and communicating low inventory levels.
- Assists with maintenance of documentation of IT procedures, system configuration standards, maintenance, and upgrades.
- Basic administration of Microsoft Active Directory, Exchange and Windows environment
- Identify potential problems (out of disk space, virus found), report to the Network group for resolution.
- Provide exceptional customer service to all credit union associates and partners.
- Other projects duties as assigned.

IT SPECIALIST, GENESIS, Murfreesboro, TN

December 2019-August 2021

Part-time (34 hours per week)

-
- Identify and break down problems using structured problem resolution approaches; and works with network specialists, applications developers, system administrators and security specialists to prevent recurring problems.
 - Set up and manage complex software solutions in a healthcare or other large organizational environment.
 - Assist or lead in physical equipment deployment efforts as well as technical compliance.
 - Install and configure approved software applications.
 - Ensure data closets are organized when adding or removing patch cabling
 - Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
 - Maintain confidentiality and security of company documents and customers.
 - Assembled with other team members during sprint grooming and retrospective to discuss updates, changes, and concerns for each user story within the sprint.
 - Ensure Help Desk tracking and asset information is accurate
 - Document solutions to problems and recommends fundamental changes to system configurations to prevent recurrences.
 - Evaluate usage patterns and recommend methods for improving the functionality of the problem resolution knowledge base.
 - Provide methods and procedures for coordinating customer support activities to receive, respond to, and resolve customer issues.
 - Prepared the web applications for staging, production, and deployment to customers to determine satisfaction of the applications.
 - Provide a variety of IT customer support services essential to the effective performance of operating, network systems and applications, protocols, hardware, and software.
 - Provide support to external and internal customers with varying levels of computing skills.

MAIL HANDLER, USPS, Nashville, TN

February 2020-August 2021

Full-time (42 hours per week)

- Inspect packages and letters to ensure that prohibited items did not enter the mailing system.
- Maintain records of incoming and outgoing Certified, Insured and Registered mail.
- Ensure safe delivery of heavy mail bags, boxes and packages from mail trucks to sorting stations.

MAIL HANDLER ASSISTANT, USPS, MEMPHIS, TN

November 2017-January 2019

Full-time (42 hours per week)

- Inspect packages and letters to ensure that prohibited items did not enter the mailing system.
- Maintain records of incoming and outgoing Certified, Insured and Registered mail.
- Ensure safe delivery of heavy mail bags, boxes and packages from mail trucks to sorting stations.

SERVICE CENTER SUPPORT, FedEx Freight-Atlanta, GA

June 2014-August 2017

Full-time (40 hours per week)

- Perform administrative/clerical functions, including but not limited

to, maintaining files, copying, imaging, answering phones, data entry, sorting/ distributing mail and/or packages.

- Verify and complete required documentation and reports.
- System access administrator and technical support of over 100 employees.
- Enter freight shipment information into computer system to include, but not limited to, accurately status shipments, generate freight bills and/or correct freight bills, etc.
- Communicate with sales, operations, and other service centers and/or departments to ensure customer's needs are achieved and all issues are resolved.

SECURITY GUARD, SECURITY ONE-MEMPHIS, TN

April 2010-April 2012

Full-Time (40 hours per week)

- Checked and secured buildings, spaces, and areas internal and external to the main facility to protect personnel, property.
- Spoke with witnesses or persons involved in accidents or incidents, to obtain statements.
- Searched or inspected commercial or private vehicles according to company regulations.
- Presented evidence and/or testimony during legal proceedings.
- Write reports relating to criminal and civil security hazards, complaints, and witness statements for use in future legal proceedings and investigations.
- Documented maintenance performed on all organizational vehicles.

CORRECTIONAL DEPUTY, SHELBY COUNTY SHERIFF'S DEPARTMENT-MEMPHIS, TN

October 2006- April 2012

Full-Time (40 hours per week)

- Booking in and processing of new persons into the jail facility.
- Search prisoners and vehicles and conduct shakedowns of cells for valuables and contraband, such as weapons or drugs.
- Take prisoners into custody and escort to locations within and outside of facility, such as visiting room, courtroom, or airport.
- Involved in assisting the Accreditation Manager with the formulation of policy and procedure generating verbal and written contact with department managers on a daily basis.
- Searching of inmate property to prohibit the induction of weapons and/or illegal drugs into the facility.

IT Specialist, Addecco, Memphis, TN

April 2003-November 2005

Full-Time (40 hours per week)

- Utilize remote administration software tools to assist customers remotely.
- Maintain updated skill sets and best practice knowledge.
- Set up and manage complex software solutions in a healthcare or other large organizational environment.

-
- Assist or lead in physical equipment deployment efforts as well as technical compliance.
 - Install and configure approved software applications.
 - Ensure data closets are organized when adding or removing patch cabling
 - Set up equipment for employee use, performing or ensuring proper installation of cable, operating systems, and appropriate software.
 - Maintain confidentiality and security of company documents and customers.
 - Assembled with other team members during sprint grooming and retrospective to discuss updates, changes, and concerns for each user story within the sprint.
 - Ensure Help Desk tracking and asset information is accurate
 - Document solutions to problems and recommends fundamental changes to system configurations to prevent recurrences.
 - Evaluate usage patterns and recommend methods for improving the functionality of the problem resolution knowledge base.
 - Provide methods and procedures for coordinating customer support activities to receive, respond to, and resolve customer issues.
 - Prepared the web applications for staging, production, and deployment to customers to determine satisfaction of the applications.
 - Provide a variety of IT customer support services essential to the effective performance of operating, network systems and applications, protocols, hardware and software.
 - Provide support to external and internal customers with varying levels of computing skills.

EDUCATION

REMINGTON COLLEGE- MEMPHIS, TN- A.A.S COMPUTER NETWORK TECHNOLOGY

The computer and network administration degree program provide training in computer networking, including how to install, configure, maintain, and support local area networks (LAN), wide area networks (WAN), internet operating systems. This program also includes training in fundamental security best practices and a number of Microsoft active directory principles. In addition, the curriculum includes a study of general computer science, including computer architecture, networking, principles, and desktop and server operating systems and applications.

COMPLETED SCSO LEADERSHIP PROGRAM

The program is a comprehensive program designed to give employees leadership training in order to further enhance their skills. One-week program that consists of 11 8-hour classroom sessions, including preparation of a personal development plan, shadowing executives, and working with a coach/mentor. The program was developed to enhance interpersonal skills.

AWARDS

Blue Jacket Sailor of the Quarter (Years 2009 & 2010)
Navy Good Conduct Medal
National Defense Service Medal

Navy Service Ribbon

Robinson, Michael (483347) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Career Section

Hiring Manager
Carla Smith

Creation Date
Dec 29, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [Robinson, M. - Resume.doc](#)

Personal Information

First Name

Michael

Last Name

Robinson

Address (line 1)

1681 Broad River Rd

Zip Code, City & County

30349 > Atlanta > Clayton

Place of Residence

United States > Georgia >

Atlanta

Area Code

404

Phone Number

5780621

Email Address

michael.robinson706@yahoo.com

Preferred Salary

90000

Willing to relocate?

Yes

Internal Candidate

Citizenship

Work Authorization

I am a US Citizen

Personal Data

Highest Level of Education

Completed

Masters Degree

Military Service

Active Military?

No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF ATLANTA

Are you presently employed by the City of Atlanta?

No

Are you currently employed by or have you ever been employed by a company, firm, contractor or other that does business with the City of Atlanta?

No

Have you ever worked for the

City of Atlanta?

No

Public Safety Experience

Residence History

Physical Examination

Submission Information

Candidate Name
Robinson, Michael (483347)

Job Title
Desktop Support Technician (211294)

Account Information

Account Status
Not Locked

User Name
mrobinson706

Source Tracking

General
City of Atlanta Website

Specific
Career Section

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
CENTRAL WASHINGTON UNIVERSITY

State where Institution is located?
Washington

Other Program
INFORMATION TECHNOLOGY

Education Level (Achieved)
Masters Degree

Have you graduated?
Yes

Start Date
Jan, 2019

Graduation Date
May, 2021

Candidate Name
Robinson, Michael (483347)

Job Title
Desktop Support Technician (211294)

Education 2

Institution

Georgia State University

State where Institution is located?

Georgia

Program

Communications and Journalism

Education Level (Achieved)

Bachelor Degree

Have you graduated?

Yes

Start Date

Aug, 2001

Graduation Date

May, 2008

Work Experience

Work Experience 1

Current job

Other Employer

Clayton County GA Information Technology Dept

Other Function

Desktop Support Technician

Start Date

Aug, 2021

Achievements

Perform on- site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions Assist in developing long-term strategies and capacity planning for meeting future hardware and organizational hardware needs Prepare tests and applications for monitoring desktop performance, then provide performance statistics and reports Maintain and resolve issues on LAN/WAN, VoIP telephone, biometric, AV systems connections Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing / scanning devices, presentation equipment, software, and other products in order to deliver required desktop service levels

OK to contact employer?

Yes

Work Experience 2

Current job

Other Employer

Intralot

Other Function

Lead Customer Service Technician

Start Date
 Mar, 2015

End Date
 Jul, 2021

Achievements

Analyze and evaluate traffic and performance data of Georgia Lottery COAM statistics Diagnose / repair all daily service requests to the electronic and communications assemblies at the customer locations Accurately maintain, stock and document equipment and parts inventory; perform retailer installations, changes and removals; create accurate and complete technical status system reports Use power and hand tools to perform installation operation and maintenance support for satellite terminals and associated antenna systems Maintain accurate records through documenting installations, services and repairs

OK to contact employer?
 Yes

Reason for leaving
 started another job

Work Experience 3

Current job

Other Employer
 AT&T

Other Function
 Retail Sales Consultant

Start Date
 Jun, 2013

End Date
 Aug, 2014

Achievements

Maintain strong knowledge of all company products, accessories, pricing plans, promotions, and service features Handle all administrative aspects of the sale including customer contracts and warranties, product handling and inventory, payment processing and order filing Develop and attain customer experience and sales objectives for store. Provide efficient, courteous customer service and assist in all aspects of product offerings and services Maintain knowledge of competitive offers and provide critical market feedback to corporate regarding local competition and product/service needs; served in focus group for development of AT&T U-Verse program

OK to contact employer?
 Yes

Reason for leaving
 store lay offs

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer	X Yes No	Met (Required) -	2/2 0/0

Information Systems and/or Information or related field? Type: Single Answer	Result for question: 2/2		
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes No	Met (Required) -	2/2 0/0
Result for question: 2/2			
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes No	Met (Required) -	2/2 0/0
Result for question: 2/2			
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes No	Met (Required) -	2/2 0/0
Result for question: 2/2			
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes No	Met (Required) -	2/2 0/0
Result for question: 2/2			
			Required 5/5 Assets 0/0 100%

Michael Robinson

Greater Atlanta Area | Service, Sales, & Management
michael.robinson706@yahoo.com | (404) 578-0621

Summary

Results-oriented thinker with 15+ years of management and leadership experience. Cultural competence demonstrated through a history of collaboration and teamwork with colleagues from diverse backgrounds. Currently pursuing a **career change** aligned with my graduate studies; to secure a professional role in **technology implementation, administration, and management**.

Relevant Education

CENTRAL WASHINGTON UNIVERSITY, Online

May 2019- May 2021

Master of Science – Information Technology and Administrative Management

Courses: Financial Analysis in IT Management, Cybersecurity Risk Management, Strategic IT Security, Global Project Management, Global Management Communications, Global Administrative Policy, Vendor Risk Management, etc.

Core Competencies

- Budgeting, price-mix/volume analysis, quantity variance assignments
- Risk Management plans and frameworks, international market analysis and expansion
- Project Cost Management, Project Time Management, Project Monitoring, Project Quality & HR Management
- Design, testing, evaluation, implementation and deployment of security systems

Skills

Business Acumen: Cybersecurity, Database Systems & Structures, Data Management, Information Modeling, Customer Service, Microsoft Office, Research, Contracts, Compliance, Training, Project Management

Soft Skills: Written & Verbal Communication, Organization, (Spanish) Intermediate, Relationship Building, Problem-Solving, Leadership, Teamwork, Critical Thinking

Service & Sales Management Experience

Clayton County GA (Information Technology Dept), Atlanta, Georgia

Desktop Support Technician

August 2021-

Present

- Perform on-site analysis, diagnosis, and resolution of complex desktop problems for end users, and recommend and implement corrective solutions
- Assist in developing long-term strategies and capacity planning for meeting future hardware and organizational hardware needs
- Prepare tests and applications for monitoring desktop performance, then provide performance statistics and reports
- Maintain and resolve issues on LAN/WAN, VoIP telephone, biometric, AV systems connections
- Install, configure, test, maintain, monitor, and troubleshoot end user and network hardware, peripheral devices, printing/scanning devices, presentation equipment, software, and other products in order to deliver required desktop service levels

Intralot, Atlanta, Georgia

Lead Customer Service Technician

March 2015 – July 2021

- Analyze and evaluate traffic and performance data of Georgia Lottery COAM statistics
- Diagnose / repair all daily service requests to the electronic and communications assemblies at the customer locations
- Accurately maintain, stock and document equipment and parts inventory; perform retailer installations, changes and removals; create accurate and complete technical status system reports
- Use power and hand tools to perform installation operation and maintenance support for satellite terminals and associated antenna systems
- Maintain accurate records through documenting installations, services and repairs

AT&T, Atlanta, Georgia

Retail Sales Consultant
2014

June 2013 – August

- Maintain strong knowledge of all company products, accessories, pricing plans, promotions, and service features
- Handle all administrative aspects of the sale including customer contracts and warranties, product handling and inventory, payment processing and order filing
- Develop and attain customer experience and sales objectives for store.
- Provide efficient, courteous customer service and assist in all aspects of product offerings and services
- Maintain knowledge of competitive offers and provide critical market feedback to corporate regarding local competition and product/service needs; served in focus group for development of AT&T U-Verse program

Delta Air Lines, Atlanta, Georgia
Reservations Sales and Support
2012

May 2011 – August

- Served as the primary contact for customers and potential passengers in booking for Delta and its affiliate partners; answered questions regarding destinations, schedules, fares and related matters to ensure a positive travel experience
- Generated **over \$1M in revenue** during my tenure and maintained quotas while meeting all Delta and U.S. Department of Transportation (DOT) compliance requirements
- Maintained and managed customer relationships super customer service; provided information to potential customers regarding accommodations, packages, amenities and services such as upgrade accommodations as well as
- Conduct numerous 6-week onboarding / skills trainings for **30 or more new hires** per training

Rent-A-Center, Atlanta, Georgia
Account Manager
2009

October 2007 – August

- Provide sales guidance to customers, along with assisting in maintaining a quality showroom with merchandise in excellent, rent-ready condition
- Responsible for establishing and maintaining complete files for **over 120 customers**, including updated contact information, record of collection efforts, payment history for rental items and all correspondence
- Complete and verify credit applications on all customers; manage collection activities on past due accounts; maintain credit and financial files on all customers

Additional Experience

Self Employed

Independent Marketing Consultant
2013

August 2012 – May

July 2008 – June 2011

Sony/BMG, Atlanta, Georgia
Intern
2008

January 2008 – July

- Research records via Mediabase and Nielsen BDS databases
- Distribute promotions products to various markets nationwide
- Observed weekly staff conference on promotional tactics and objectives
- Assistant to National Director of Promotions for J Records

Prior Education

GEORGIA STATE UNIVERSITY, Atlanta, Georgia
2008

May

Bachelor of Arts in Journalism – Public Relations
Minor in Music Management

Soun, Seyha Gohan (483881) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Give 'Other' Explanation

Hiring Manager
Carla Smith

Creation Date
Jan 2, 2022

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

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Candidate Attachment List:

Resume

1. [SeyhaSoun.doc](#)

Personal Information

First Name Middle Name Last Name
Seyha Gohan Soun

Address (line 1)
2193 Linden Ave

Zip Code, City & County
90806 > Long Beach > Los Angeles

Place of Residence
United States > California > Long Beach

Primary Phone Type
Mobile Phone

Area Code Phone Number
909 9106903

Email Address
seyha.soun@gmail.com

Preferred Salary
65000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
High School Graduate

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm, contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
SeyhaSoun

Source Tracking

General
Other

Specific
Give 'Other' Explanation

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
Rialto High School

State where Institution is located?
California

Other Program
Diploma

Education Level (Achieved)
High School Diploma/GED

Have you graduated?
Yes

Start Date

Graduation Date

Sep, 1998

Jun, 2002

Work Experience

Work Experience 1

Current job

Other Employer
BOARDRIDERS, INC

Other Function
Desktop Support Technician/buyer

Start Date
Jun, 2021

Achievements

Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues for 1000+ users. Excel in asking probing questions and researching, analyzing and rectifying problems. Setup, diagnose, and maintain AD accounts. Support over 50 retail stores and over 100 POS. Mange Employee Onboard and Offboard, including laptop, desk, and phone setup. Responsible for disabling AD accounts. Excellent verbal and written communication skills, including creation of technical documentation. Test, install and update macOS operating system including proprietary applications, security patches, updates, application drivers and system security tools. Proficient in JAMF and SCCM configurations from deployment packages, and application installations. Build policies to install, upgrade, or remove software from JAMF. Creation of configuration profiles to manage settings, and custom extension attributes to provide greater telemetry. Order and setup new wireless phones through Verizon Business portal. Responsible for all Lenovo Enterprise orders, including selecting model to purchase.
HUMAN- I-T

OK to contact employer?

Yes

Work Experience 2

Current job

Other Employer
HUMAN-I-T

Other Function
It Specialist

Start Date
May, 2020

End Date
Oct, 2021

Achievements

Provide exceptional customer service while analyzing complex problems and technical support for all software, hardware and network related issues. Liaise with vendors to drive resolutions to complex issues. Provided Tier 1 and 2

help desk troubleshooting assistance, using Asana for ticket logging. Manage IT systems consisting of Windows / Mac environment across all departments with 100+ employees and 3 locations. Maintained 150+ Windows computers and peripherals, including all configuring and monitoring. Manage Employee Onboard and Offboard. Manage Windows Deployment Services and Images. Analyze data to determine resource requirements Warranty and Asset management.

OK to contact employer?
 Yes

Reason for leaving
 New job

Work Experience 3

Current job

Other Employer
 LA COUNTY REGISTRAR-RECORDER/COUNTY CLERK

Other Function
 IT Support Technician/Field Tech Support

Start Date
 Feb, 2020

End Date
 Mar, 2020

Achievements

Setup VSAP (voting machines) throughout Los Angeles County.
 Provided technical support to voting centers throughout Los Angeles County.

OK to contact employer?
 Yes

Reason for leaving
 (TEMPORARY CONTRACT)

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	X No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)?	X Yes	Met (Required)	2/2
	No	-	0/0

Type: Single Answer	Result for question: 2/2		
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question: 2/2		
		Required 5/5 Assets 0/0	80%

SEYHA G. SOUN

2193 Linden Ave ♦ Long Beach, CA 90806 ♦ Phone: (909) 910-6903 ♦ Email: Seyha.Soun@gmail.com

EXPERIENCE

BOARDRIDERS, INC.

Desktop Support Technician/Buyer

06/2021 – Current

- Diagnose, troubleshoot and resolve a range of software, hardware and connectivity issues for 1000+ users. Excel in asking probing questions and researching, analyzing and rectifying problems.
- Setup, diagnose, and maintain AD accounts.
- Support over 50 retail stores and over 100 POS.
- Manage Employee Onboard and Offboard, including laptop, desk, and phone setup. Responsible for disabling AD accounts.
- Excellent verbal and written communication skills, including creation of technical documentation.
- Test, install and update macOS operating system including proprietary applications, security patches, updates, application drivers and system security tools.
- Proficient in JAMF and SCCM configurations from deployment packages, and application installations.
- Build policies to install, upgrade, or remove software from JAMF.
- Creation of configuration profiles to manage settings, and custom extension attributes to provide greater telemetry.
- Order and setup new wireless phones through Verizon Business portal.
- Responsible for all Lenovo Enterprise orders, including selecting model to purchase.

HUMAN-I-T

IT Specialist

05/2020 – 10/2021

- Provide exceptional customer service while analyzing complex problems and technical support for all software, hardware and network related issues.
- Liaise with vendors to drive resolutions to complex issues.
- Provided Tier 1 and 2 help desk troubleshooting assistance, using Asana for ticket logging.
- Manage IT systems consisting of Windows/Mac environment across all departments with 100+ employees and 3 locations. Maintained 150+ Windows computers and peripherals, including all configuring and monitoring.
- Manage Employee Onboard and Offboard.
- Manage Windows Deployment Services and Images.
- Analyze data to determine resource requirements
- Warranty and Asset management.

LA COUNTY REGISTRAR-RECORDER/COUNTY CLERK (TEMPORARY CONTRACT)

IT Support Technician/Field Tech Support

02/2020 – 03/2020

- Setup VSAP (voting machines) throughout Los Angeles County.
- Provided technical support to voting centers throughout Los Angeles County.

VAREX IMAGING CORPORATION (formerly a division of VARIAN MEDICAL SYSTEMS)

Quality Assurance Engineer I

01/2016 – 09/2017

- Collaborate with departmental and cross-functional teams to review and trend quality systems data.
- Lead team of Engineers in root cause determination, implementation, and effectiveness verification of corrective actions, CAPAs.

10/2007

Test Technician IV/ Return Product Specialist IV/ Production Operator III

– 01/2016

- Performed root cause analysis and collaborated with Engineering on improvements.
- Testing, repairing, and preparing customer letters detailing the repair of Digital Image Receptors (Medical Device).
- Perform Customer Service by answering customer emails, phone calls, and processing in-bound and out-bound returns.
- Prepared analysis letters for customers and quotes for out of warranty repairs.

- Implemented new testing equipment throughout the Flat Panel division.
- Worked with Engineering on Production issues and New Product Development.
- Tested X-Ray tubes for stability and specification; assembled X-Ray tubes.
- Prepared X-Ray tubes for shipping, including inspection of paint, test records, and placing labels.
- Assisted co-workers with timecard, computer, equipment issues, and questions about test procedures.

SKILLS

- | | | |
|---|---|--|
| <ul style="list-style-type: none"> <input type="checkbox"/> Office 365, Exchange, AD, SCCM, JAMF Administrator <input type="checkbox"/> Root Cause Analysis <input type="checkbox"/> GSuite, OKTA, Slack, Zingle, Asana, Dialpad, Ring Central Administrator <input type="checkbox"/> Mitel Administrator <input type="checkbox"/> ABM Administrator | <ul style="list-style-type: none"> <input type="checkbox"/> Windows/macOS <input type="checkbox"/> Android/ iOS mobile platform <input type="checkbox"/> Microsoft Office Suite <input type="checkbox"/> OS Imaging/Deployment <input type="checkbox"/> Zoom, WebEx. TeamViewer <input type="checkbox"/> Networking | <ul style="list-style-type: none"> <input type="checkbox"/> SAP, CRM <input type="checkbox"/> Linux <input type="checkbox"/> ServiceNow Ticketing System <input type="checkbox"/> VSAP <input type="checkbox"/> Workforce <input type="checkbox"/> WordPress <input type="checkbox"/> Hardware and software support for desktop, laptop, and mobile devices |
|---|---|--|

VOLUNTEER EXPERIENCE

United Cambodian Community

IT Support/Web Developer

08/2019 – Current

- Created standard image for computers in Audit Mode and captured image using Sysprep and DISM
- Reimaged computers and completed setup including printer and scanner setup
- Provide technical support for computer and network issues including repairing and upgrading components
- Redesigned website with WordPress

Starkes, Michael (482627) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Indeed

Hiring Manager
Carla Smith

Creation Date
Dec 24, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [michael starkes updated resume\(IT\) \(3\).docx](#)

Personal Information

First Name
Michael

Last Name
Starkes

Address (line 1)
2 Ridge Run SE.

Zip Code, City & County
30067 > Marietta > Cobb

Place of Residence
United States > Georgia >
Marietta

Primary Phone Type
Mobile Phone

Area Code
786

Phone Number
3660503

Email Address
starkes29@gmail.com

Preferred Salary
60000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Bachelor Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
nasir32

Source Tracking

General
Job Board

Specific
Indeed

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
Bethune Cookman University

State where Institution is located?
florida

Other Program
COMPUTER ENGINEERING

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Start Date

Graduation Date

Aug, 2013

Jan, 2019

Work Experience

Work Experience 1

Current job

Other Employer
Embry-Riddle Aeronautical University, Worldwide Campus.

Other Function
Support Specialist

Start Date
Sep, 2019

Achievements

Provide technical and network support of computer, peripherals, tablets and web conferencing systems for faculty, staff, and students and maintain operational efficiencies of technology for academic, computer labs, and classrooms. Install configure and maintain multiplatform desktop hardware and software windows MacOS and Red Hat Linux. Setup, configure and support audio / video conferencing systems and provide support for web conferencing systems. Provide consultation on technology matters to faculty, staff, and students Innovate processes to improve customer experience and increase operational efficiency in support of an effortless experience and create documentation for knowledgebase for new technology and support processes. Participate in projects. Ensure deliverables meet expectations and are completed on-time.

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
Center for Information Technology , Bethune-Cookman University

Other Function
Technician

Start Date
Aug, 2016

End Date
May, 2019

Achievements

CIT | Student Tech Perform maintenance tasks, hardware, software, and network troubleshooting and repairs computer systems and peripheral equipment Installing, diagnosing, repairing, maintaining, and upgrading workstation hardware Prepare new systems for deployment and coordinate installation with the end user Respond to assigned work orders and maintain accurate and timely documentation of progress in work order database Prepare

replaced PCs for re- deployment based on university guidelines

OK to contact employer?
 Yes

Work Experience 3

Current job

Other Employer
 TRM microwave

Other Function
 Data Analyst/quality Engineer

Achievements

- Database creation
- Studied and analyzed large databases for quality purposes.
- Coding in Visual Basic.

Quality Engineer

- Analysis of the company ' s quality process and suggest improvements to streamline the process
- Conduct supplier audits and inspections.

OK to contact employer?
 Yes

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP,	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2

Candidate Name
Starkes, Michael (482627)

Job Title
Desktop Support Technician (211294)

VLAN, SNMP, RPC/HTTP, firewall
configuration, NAS, SAN?
Type: Single Answer

Required 5/5
Assets 0/0

100%

Michael Starkes (starkes29@gmail.com)

786-366-0503 | 2 Ridge Run SE. Marietta, GA 30067

EDUCATION

Bethune Cookman University, Daytona Beach, FL

Bachelor of Science, Computer Engineering, May 2019

Selected Coursework: VLSI Design, Databases. Calculus I, II, Electronics I, II, Digital Circuits, Data Structures, Operating Systems, Computer Architecture, Programmable Digital Logic Design, Microprocessor & Embedded Systems, Computer Networks & Communications, Computer Programming I,II (Java), Differential Equations, Software Engineering, Networked Autonomous Robotics

SKILLS

Programming/Scripting Languages:(Proficient) Java; (Familiar)Python, C, C++, Javascript, SQL, VHDL

Technologies/Environment: Windows, Linux, MySQL, Arduino, Raspberry Pi, FPGA, Microsoft Office, Microsoft Azure AD, Microsoft Endpoint Manager, TDX, LogMeIn Central and Rescue, SCCM

EXPERIENCE

Support Specialist

Embry-Riddle Aeronautical University, Worldwide Campus. September 2019 – Present

- Provide technical and network support of computer, peripherals, tablets and web conferencing systems for faculty, staff, and students and maintain operational efficiencies of technology for academic, administration computer labs, and classrooms.
- Install configure and maintain multiplatform desktop hardware and software windows MacOS and Red Hat Linux.
- Setup, configure and support audio/video conferencing systems and provide support for web conferencing systems.
- Provide consultation on technology matters to faculty, staff, and students
- Innovate processes to improve customer experience and increase operational efficiency in support of an effortless experience and create documentation for knowledgebase for new technology and support processes.
- Participate in projects. Ensure deliverables meet expectations and are completed on-time.

CIT Technician | Student Tech

Center for Information Technology, Bethune-Cookman University AUG 2016 – May 2019

- Perform maintenance tasks, hardware, software, and network troubleshooting and repairs computer systems and peripheral equipment
- Installing, diagnosing, repairing, maintaining, and upgrading workstation hardware
- Prepare new systems for deployment and coordinate installation with the end user
- Respond to assigned work orders and maintain accurate and timely documentation of progress in work order database
- Prepare replaced PCs for re-deployment based on university guidelines

Data Analyst/Quality Engineer | Raytheon Summer Internship

TRM Microwave, NH. - May 2018 – Aug 2018

Data Analyst

- Database creation
- Studied and analyzed large databases for quality purposes.
- Coding in Visual Basic.

Quality Engineer

- Analysis of the company's quality process and suggest improvements to streamline the process
- Conduct supplier audits and inspections.

PROJECTS

Bethune-Cookman IEEE Robotics Team

SEPTEMBER 2017 - APRIL 2019 | Daytona Beach, FL

- Building a small robot that can move and pick up objects.
- Creating code for the robot to move using C++ in a field and collect points.
- Use raspberry pi for computer vision
- Competed in IEEE SoutheastCon 2018 and 2019, placed 8th and 10th out of 40 schools respectively

Senior Project: machine learning Autonomous Robot

AUGUST 2018 – April 2019 | Daytona Beach, FL

- Build and deploy a completely autonomous robot to learn to navigate a course using the q learning algorithm and reinforcement learning.
- Robot built using the Arduino makeblock platform and infrared sensors to detect its surround

CERTIFICATIONS

- **Dell Certified**

Sutton, Kevin (119327) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
CareerBuilder.com

Hiring Manager
Carla Smith

Creation Date
Jan 2, 2022

Submission Type
External

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Candidate Attachment List:

Resume

1. [Kevin Sutton Jr DOA It .docx](#)

Other Attachments

1. [Cover Letter ITDOA.docx](#)
2. [Cover Letter DOA IT.docx](#)

Personal Information

First Name Last Name
Kevin Sutton

Suffix
JR

Zip Code, City & County
30337 > College Park >
Fulton

Place of Residence
United States > Georgia
> Atlanta

Primary Phone Type
Mobile Phone

Area Code Phone Number
404 3248750

Email Address
kevin.sutton@atl.com

Preferred Salary
50,000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of
Education Completed
Bachelor Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF ATLANTA

Are you presently employed by the City of Atlanta?	Department Present	Date Hired
Yes	DOA Aviation Security	Sep 21, 2017

Are you currently employed by or have you ever been employed by a company, firm, contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the City of Atlanta?
No

Public
Safety Experience
Residence History

Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
K.sutton88

Source Tracking

General
Job Board

Specific
CareerBuilder.com

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
BERKELEY COLLEGE

State where Institution is located?
New York

Other Program
INFORMATION SYSTEMS MANAGEMENT

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Student name while attending the program
Kevin Sutton Jr

Start Date
Jan, 2011

Graduation Date
Jan, 2014

Work Experience

Work Experience 1

Current job

Other Employer
Department of Aviation , Atlanta

Other Function
Airport Security Representative I

Start Date
Sep, 2017

Achievements

Georgia Implemented security measures required for designated threat levels as specified in the Airport Security directive. Performed IT duties of troubleshooting, repair and installation per Department of Aviation . Ensured security measures implemented during emergency incidents. Assisted Federal, State and local Authority during emergency incidents. Worked on special assignments, investigations, and surveillance as directed by Supervision.

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
Advanced Technologies

Other Function
At&t Technician

Start Date
Jan, 2016

End Date
Oct, 2016

Achievements

Mas- Tec , Conducted consumer site survey pre-installation and service calls. Closed Customer service call tickets. Activated new equipment using the company's personal software, FSTP application. Installed satellite dishes, and other related equipment, using a method known as Peak and Connect. CCTV, SATELLITE, CAT6 installation. Evaluated processing workload and scheduled jobs using job- scheduling software.

OK to contact employer?
Yes

Reason for leaving
Found the DOA

Work Experience 3

Current job

Other Employer
 Pathmark Supermarket

Other Function
 Loss Prevention Manager

Start Date
 Feb, 2015

End Date
 Dec, 2015

Achievements

Conducted monthly audit with multiple stores within the assigned district. Provided training for new Loss Prevention associates as well as new Loss Prevention Managers. Updated and tracked key performance indicators for leadership team to assess. Ensured proper project requirements and deliverables clearly defined and delivered. Conducted departmental meetings; completed project tracking / analysis reports; reported to management and business partners in regards to project progress, issues, and risks. Created Stakeholders reports from data that supplied by sales tracking system.

OK to contact employer?
 Yes

Reason for leaving
 Found the DOA

Certifications

Certification 1

Certification
 CompTIA Network+

Organization
 Comp Tia

Number/ID
 0000000000

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2

4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

Tuesday, June 18, 2019

Dear AVS Department,

I am applying for the Technician position that has recently become available. I'm a recent graduate of Berkeley College with my bachelors in Information system management. This position with your organization gives me the opportunity to continue building my knowledge and sharpening my customer service skills as a support technician. Working with my hands installing your company services will put my degreed skills to use. I am also comfortable with Word, Excel and with the capacity to learn new software packages as well as effectively trouble shoot issues to be solved.

Additionally, I have several years of professional experience where I have consistently demonstrated the ability to take direction well under duress and be able to lead a team or be an effective role player consistently. My education and work experience, along with my organizational and quantitative skills, would enable me to be a productive member of your team.

I look forward to discussing my qualifications in greater detail with you and learning more about the position.

Best Regards,
Kevin Sutton Jr

Kevin Sutton Jr.

3652 East Main ST APTB2
Atlanta, Georgia 30337

404-324-8750(C)
Kevin.Suttonjr18@yahoo.com

QUALIFICATIONS PROFILE

To obtain an Information Technology position that will utilize my communication, trouble shooting, analytical, and problem-solving skills, with a successful company that will offer learning opportunities and growth in the IT field. I offer the following qualifications;

- High skills in data analysis and network security threat identification.
- Exceptional problem solving and trouble shooting skills the ability to research issues to determine root cause.
- Ability to create strong relationships with project team members and business partners as well as clients.
- Monitor and Maintain the network infrastructure supporting production systems
- Ensuring of project documentation/standard operation procedures are updated accordingly and present to all levels of the organization to view.
- Outstanding skills in conveying complex technical information clearly and accessibly
- Possess strong analytical and project management skills as well as planning and organizational skills.

Professional Experience:

Department of Aviation, Atlanta, Georgia
Aviation Security Analyst I

September 2017-Present

- Investigated security breaches to ensure TSA Regulation upheld.
- Overseen education and enforcement of the security procedures mandated by the FAA for employees and passengers.
- Monitor activity through the use of closed circuit-television (CCTV).
- Assisted federal, State, and local agencies with components of complex investigation.
- Worked on special assignments to install/Replace CCTV system throughout the complex.

- Conducted in-depth research and analysis using a full range of data systems including sophisticated software, graphics and other automated applications in order to report potential breaches in integrity or criminal activity.

Mas-Tec Advanced Technologies, Duluth, Georgia
AT&T Technician

January 2016-October 2016

- Conducted consumer site survey pre-installation and service calls.
- Closed Customer service call tickets.
- Activated new equipment using the company's personal software, FSTP application.
- Installed satellite dishes, and other related equipment, using a method known as Peak and Connect.
- Maintained comprehensive and up to date list of system calls as well as additional assignments given out due to staffing issues.
- Evaluated Customer Technical issues (EX. Printer, Email, and Connectivity.)

Micro Net Solutions, New York, New York

January 2013-December 2014

IT Support Technician

- Troubleshooted Clients Hardware and Software issues either on site or remotely.
- Provided basic computer training to client's new associates.
- Updated and tracked key performance indicators for Clients updates.
- Supported user remotely globally.
- Completed project tracking/analysis reports; reported to management and business partners in regards to project progress, issues, and risks.
- Created ad hoc reports based on data that was created by sales tracking system.

Kohl's Department Store, Manassas, Virginia

November 2012-January 2015

Loss Prevention Supervisor

- Used CCTV, closed caption television, in order to have surveillance on potential thieves.
- Developed and coached frontline personnel in addition to maintain records of shoplifting incidents as well as internal incidents. All data was stored into the LPMS database.
- Promoted shortage awareness and theft deterrence among associates and managers. Held meetings to address these concerns as well as participating in new employees training.
- Respond to customer and associate's incidents to facilitate first aid and minimize the company's liability.
- Available to testify in a court of law when needed. Conducted on the spot training sessions for associate dealing with a bad stop and detainment of one of our loyal shoppers.

Education

Bachelors of Science Degree – Computer Information/Systems Management
Business Administration January 2011- May 2014
BERKELEY COLLEGE
White Plains, NY

Dear Human Resources,

I am writing today to apply for the Desktop Support Technician position inside the city of Atlanta. Attached to this letter are my qualifications in the attached resume for your convenience. I am a current city of Atlanta employee with the Department Of Aviation looking to enter the IT department as a Desktop Support technician.

There are a number of reasons that I would make the best choice for this open specialist position in the IT department. I have a bachelor's degree in Computer Information Systems Management, solid computer and analytical skills, with the ability to work well with others as well as train and lead. I have hands on experience to the tune of five years, supporting cable and phone communications systems-as well as installation, implementation, and troubleshooting of computer network and cable/CCTV systems. I am well versed on all technique and industry terminology, and there is no responsibility I cannot lend a hand to. I have excellent communication and up selling capabilities, as well as a commitment to always being on time and present in my job functions and responsibilities.

Please let me know if there is anything else, I can send over that can make my application for this position more viable. I am very enthusiastic about possibly continuing working for the City Of Atlanta. Please feel free to contact at (404) 324-8750. Thanks for your attention and consideration.

Sincerely,

Kevin Sutton Jr

Kevin Sutton Jr

Stephens, Sheneca (482824) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Give 'Other' Explanation

Hiring Manager
Carla Smith

Creation Date
Dec 27, 2021

Submission Type
External

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Candidate Attachment List:

Resume

1. [InformationSystems.docx](#)

Personal Information

First Name

Sheneca

Last Name

Stephens

Address (line 1)

792 Tabago Trl.

Zip Code, City & County

30297 > Forest Park >
Clayton

Place of Residence

United States > Georgia >
Atlanta

Area Code

404

Phone Number

2811837

Email Address

stephens82@gmail.com

Preferred Salary

55,000

Willing to relocate?

No

Internal Candidate

Citizenship

Work Authorization

I am a US Citizen

Personal Data

Highest Level of Education

Completed

Bachelor Degree

Military Service

Active Military?

No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?

No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?

No

Have you ever worked for the

City of Atlanta?

No

Public Safety Experience

Residence History

Physical Examination

Submission Information

Candidate Name
Stephens, Sheneca (482824)

Job Title
Desktop Support Technician (211294)

Account Information

Account Status
Not Locked

User Name
Stephens1982

Source Tracking

General
Other

Specific
Give 'Other' Explanation

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
DeVry University

State where Institution is located?
Georgia

Other Program
Computer Information Systems

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Student name while attending the program
Sheneca Stephens

Start Date
Apr, 2003

Graduation Date
Jun, 2005

Work Experience

Work Experience 1

Current job

Other Employer
DCA (Department of Community Affairs)
Other Function
Sr. Desktop Support

Start Date
Feb, 2019

Achievements

Installs and Support workstations and agency IT systems environment containing a blend of Windows Servers , Windows workstations, LAN, VPN, Microsoft Exchange 2010 Server, Microsoft SharePoint, Active Directory, and custom applications. Install and support one or more recent Microsoft enterprise level products 0365 (Exchange 2007 or newer, SQL 2005 or newer, MS Access, ODBC, System Center suite, SharePoint 2010 or newer, etc.). Creates problem tickets for issues that need to be addressed by users Create users ' profile for new employees (via Active Directory) Provide access to servers, groups, shared mailboxes, etc. Deploy software via SCCM State of Georgia (NTT Data)

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
Field Desktop
Other Function
Technician

Start Date
May, 2018

End Date
Jan, 2019

Achievements

(Contract) Analyze and troubleshoot issues that arise with hardware, software, or access to resources Assists customers by diagnosing problems and providing resolutions for technical issue Installs OS and software applications; Performs PC, laptop, and printer moves and installations Monitors and tracks issues to ensure accurate resolution using Remedy ticketing system

OK to contact employer?
No

Reason for leaving
Contract

Work Experience 3

Current job

Other Employer
Cox Enterprises
 Other Function
Help Desk Analyst

Start Date
Jan, 2017

End Date
Feb, 2017

Achievements

(Contract) Initial contact to resolve basic computer issues including password reset, basic connection issues, etc. Set up VPN connections, provide support, and issue new connections Provide Support for Auto Dealers, Cox Enterprises, Auto Trader, etc. Migrate Old Ticketing source to new Ticketing source

OK to contact employer?
No

Reason for leaving
Contract

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

Sheneca Stephens

792 Tabago Trl. Forest Park, Ga 30297 • 404.281.1837 • s_stephens2004@yahoo.com

Objective

I am looking to obtain a position within my chosen field where I can utilize my skills as a hard-working, well-educated IT Professional

Technical Skills

Program Languages/Software: SQL, HTML, Active Server Page, JavaScript, CSS, IIS 6.0, Adobe,

MS Office Suite (MS Word, Outlook, etc.), AS400, Office 365

Operating Systems/Networking Protocols: Microsoft-DOS, Windows 7, 8, 10, MAC OS, Windows Server 2012, 2016

Routers, Local Area Network, Wide Area Network, TCP/IP, VPN, Remote Desktop, O365 admin

Databases: Oracle, MS Access

Work Experience

DCA (Department of Community Affairs) Atlanta, Georgia

Sr. Desktop Support (Team Leader) February 2019 – Current

- Installs and Support workstations and agency IT systems environment containing a blend of Windows Servers 2012 - 2016, Windows workstations, LAN, VPN, Microsoft Exchange 2010 Server, Microsoft SharePoint, Active Directory, and custom applications.
 - Install and support one or more recent Microsoft enterprise level products O365 (Exchange 2007 or newer, SQL 2005 or newer, MS Access, ODBC, System Center suite, SharePoint 2010 or newer, etc.).
 - Creates problem tickets for issues that need to be addressed by users
 - Create users' profile for new employees (via Active Directory)
 - Provide access to servers, groups, shared mailboxes, etc.
 - Deploy software via SCCM
-

State of Georgia (NTT Data), Atlanta, Georgia

Field Desktop Technician May 2018 – January 2019 (Contract)

- Analyze and troubleshoot issues that arise with hardware, software, or access to resources
 - Assists customers by diagnosing problems and providing resolutions for technical issue
 - Installs OS and software applications; Performs PC, laptop, and printer moves and installations
 - Monitors and tracks issues to ensure accurate resolution using Remedy ticketing system
-

Cox Enterprises, Atlanta, Georgia

Help Desk Analyst January 2017 - February 2017 (Contract)

Sheneca Stephens

792 Tabago Trl. Forest Park, Ga 30297 • 404.281.1837 • s_stephens2004@yahoo.com

- Initial contact to resolve basic computer issues including password reset, basic connection issues, etc.
- Set up VPN connections, provide support, and issue new connections
- Provide Support for Auto Dealers, Cox Enterprises, Auto Trader, etc.
- Migrate Old Ticketing source to new Ticketing source

Emory School of Medicine, Atlanta, Georgia

Academic Technology Specialist 1 (Curriculums Support) – March 2016 – November 2016 (Contract)

- Deploys technology hardware and/or software applications via in-person and virtual assistance for students, faculty, staff and selected guests
- Troubleshoots to identify issues and initiate fixes and resolutions
- Supports campus network access to support computers and mobile devices (ie. iPhones, Tablets, Android, etc.)
- Monitor/Maintain over 100 computers with updates and installs of required applications. As well as setup of new users

Viasat Inc., Duluth, Georgia

Help Desk Support – March 2014 – February 2016

- Demonstrated excellent in person/phone support and reported steps/problems to ticket reporting system
- Provided daily support to internal users that includes installing, troubleshooting, and repairing computer software, and network related issues
- Second point of contact for any break/fix support on hardware equipment such as desktops or laptops
- Used Active Directory to create new members, give users access to groups/folders, etc.

Wipro Technologies via Verizon Project, Atlanta, Georgia

IT Support Rep – February 2012 – August 2013

Tier 2 Support October 2012 – August 2013

- Tasked with resolving hi-level escalations for our broadband customers who were referred to our team and became their advocate. Determined their high-speed internet issues and provided resolutions on all service problems. Coordinated vendor meets and provided follow-up as needed.
- Liaison with other departments to resolve customer issues.
- Provide detailed analysis reports including process dashboards, performance reports, initiating appropriate action plans and initiate trainings.
- Managed supervisor escalations when required.

Technical Support Specialist February 2012 – October 2012

- Provide Technical Support via telephone for Large Business
- Test physical and data links layers (OSI models layers 1 and 2) to isolate network issues
- Create dispatch tickets for Verizon field technicians or Verizon central office staff
- Completed customer callbacks in relation to ticket status or trouble resolutions
- 35 calls worked in a day



Education

DeVry University – Atlanta, Ga | 2005

- Earned a Bachelor's degree in Computer Information Systems
- Used a small business to incorporate IT knowledge

Sheneca Stephens

792 Tabago Trl. Forest Park, Ga 30297 • 404.281.1837 • s_stephens2004@yahoo.com

- Working knowledge of A+ and Network +, principles and concepts

Swain, Tozzi B. (143649) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Career Section

Hiring Manager
Carla Smith

Creation Date
Dec 27, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

1. [Tozzi B Swain Technology Resume.docx](#)

Personal Information

First Name
Tozzi

Middle Name
B.

Last Name
Swain

Zip Code, City & County
30032 > Decatur > Dekalb

Place of Residence
United States > Georgia >
Decatur

Email Address
tozswain@gmail.com

Preferred Salary
Market rate

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
Bachelor Degree

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

Candidate Name
Swain, Tozzi B. (143649)

Job Title
Desktop Support Technician (211294)

User Name
tozswain

Source Tracking

General
City of Atlanta Website

Specific
Career Section

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
Alabama State University

State where Institution is located?
Montgomery, AL.

Other Program
COMPUTER INFORMATION

Education Level (Achieved)
Bachelor Degree

Have you graduated?
Yes

Start Date
Aug, 1991

Graduation Date
Aug, 1996

Education 2

Other Institution
Omnitech Institute

State where Institution is located?

Atlanta, GA

Other Program
I.T

Education Level (Achieved)
Trade School Graduate

Have you graduated?
Yes

Start Date
Jul, 2018

Graduation Date
May, 2019

Work Experience

Work Experience 1

Current job

Other Employer
Atlanta Public School Board-IT

Other Function
IT Field Specialist

Start Date
Aug, 2018

Achievements

Field Technician Specialist Troubleshooting WAN and LAN issues including Wi- Fi, Internet Circuits, VPN / Firewall. Provides basic monitoring, troubleshooting, repair and maintenance for Network and Internet equipment (e.g. microcomputers, disk drives, and laser printers) and may assist with testing personal computers and peripherals on a network to diagnose, hardware versus software problems; Work with management team to establish and maintain effective network inventory tracking procedures for student devices. Performance Responsibilities: Acts as a customer liaison for the computing operation, communicating, resolving, and / or initiating the resolution of problems and concerns. Install, maintain and support software applications used at the schools, including email system, Infinite Campus, School website, Sage Fixed Assets, and other applications. Support audio visual issues reported by teachers.

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
Comcast NBC Universal

Other Function
Communication Technician

Start Date
 Jan, 2007

End Date
 Jan, 2015

Achievements

III- , Serving (8) years as inside / outside technician installing telephony, internet, video system, cabling, and wireless networks. Format industry training and a widespread on-the-job experience as a Lead Technician and Facilitating Projects. Excellent interpersonal skills; a team player and maintain a solid relationship with co-workers and management. Performance Responsibilities: Provide job shadowing to new hirer trainee during ride out performing task of Com Tech I, II, & III Perform other duties as requested by in order to achieve departmental goals and objectives.

OK to contact employer?
 Yes

Work Experience 3

Current job

Other Employer
 Hands On Atlanta

Other Function
 Service Leader

Start Date
 Jan, 2006

End Date
 Jan, 2007

Achievements

Hands On Atlanta,) As technical liaison I planned basic computer training sessions with community partners ' schools and agencies to recruit and manage volunteers for Bellsouth Foundation 20/20. Performance Responsibilities: Coordinated Technology Learning Centers for the parents at Carver School of Technology which provided 75 computers to parents for completing the Basic Computer Skill training class. Served as project lead for bringing 100 9th grade students to BellSouth for Job shadowing. Coordinated Technology Service Day and facilitated participation at different training sessions.

OK to contact employer?
 Yes

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2

2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	<input checked="" type="checkbox"/> Yes	Met (Required)	2/2
	<input type="checkbox"/> No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

Tozzi B. Swain

(678)596-4527 tozswain@gmail.com

IT FIELD TECHNOLOGY SPECIALIST

Quality-focused Technology professional with experience as an IT Professional and 12 of those years in the field as technician. Proven ability to create and deliver solutions that meet 21st Century educational learning and technology performance. Comfortable operating in a wide range of platforms and environments. Effective communicator able to explain complex processes in easy-to-understand terms for the end users. Skilled in proactive identification and resolution to critical systems/class room technology issues.

CORE COMPETENCIES:

New & Emerging Technology Administration	Testing & Troubleshooting	Application
System & Network Upgrades	Windows & Mac Platforms	System Integration/Migration
Users Training & Support Tools	Disaster Recovery Planning	Problem Identification/Analysis
Network Connectivity Issues Optimization	Client Needs & Fulfillment	Business Process

Technology Summary:

Software: Windows10, MS Office Products, O365, Chrome OS, TCP/IP, DNS, DHCP, GPO, Remedy, Nimbus Symantec Antivirus, Norton Antivirus, McAfee Antivirus, Ghost, DameWare remote tool, PC Anywhere, VNC, Watch Tower, Scout Flux, Watch Tower, CSG Net, Exchange Admin, basic Geospatial, basic SCCM, basic VMWare, Meraki, AirWatch, Wire Shark

Hardware: *Mobile devices*, PCs, Laptop, Tablets, Printers, SCSI Hard Drive, SCSI Controller, Ethernet & Token Ring Protocol, Sound Cards, Cat 5E & Data Networking, Routers, Switches, DSU/CSU, VIP VPN,

PROFESSIONAL EXPERIENCE

Atlanta Public School Board –IT Field Technician Specialist Atlanta, Georgia (08/2018- present)
Troubleshooting WAN and LAN issues including Wi-Fi, Internet Circuits, VPN /Firewall. Provides basic monitoring, troubleshooting, repair and maintenance for Network and Internet equipment (e.g. microcomputers, disk drives, and laser printers) and may assist with testing personal computers and peripherals on a network to diagnose, hardware versus software problems; Work with management team to establish and maintain effective network inventory tracking procedures for student devices.

Performance Responsibilities:

- Provide training and support in the use of technologies that support teaching and learning.
- Collaborate with teachers to help students experience the learning and curricular mastery.
- Exhibit knowledge of learner development and cognitive levels to assist teachers in using various technologies for instruction.

Tozzi Swain

Page 2

Technical Operation Support –Comcast NBC Universal Atlanta, Georgia, (2015- 06/2018)

Maintain user directory, add and delete user IDs, reset passwords on the network and server to ensure access to resources according to policy. Collaborate with business teams, IT teams (application development teams, infrastructure teams, etc.), and third-party providers throughout incident management and resolution processes.

Analyze, triage, and resolve incidents or service requests, and practice blameless postmortems.

Communicate with resources involved in resolution to ensure incidents are resolved, requests are fulfilled, and the customer communication is complete. Create a positive customer experience, and build strong relationships

through engaged listening and understanding, problem solving, ensuring timely resolution or escalation, communicating promptly on progress, and maintaining a consummately professional attitude.

Performance Responsibilities:

- Document resolutions, processes and procedures, and update knowledgebase articles
- Develop new processes and/or solutions to improve the services we provide
- Maintain Service Level Agreements (SLAs)

Communication Technician III – Comcast NBC Universal Atlanta, Georgia, (2007 – 2015)

Serving (8) years as inside / outside technician installing telephony, internet, video system, cabling, and wireless networks. Format industry training and a widespread on-the-job experience as a Lead Technician and Facilitating Projects. Excellent interpersonal skills; a team player and maintain a solid relationship with co-workers and management.

Performance Responsibilities:

- Provide job shadowing to new hirer trainee during ride out performing task of Com Tech I, II, & III
- Perform other duties as requested by supervisor in order to achieve departmental goals and objectives.

Service Leader – Hands On Atlanta, Atlanta, Georgia, (2006 – 2007)

As technical liaison I planned basic computer training sessions with community partners' schools and agencies to recruit and manage volunteers for Bellsouth Foundation 20/20.

Performance Responsibilities:

- Coordinated Technology Learning Centers for the parents at Carver School of Technology which provided 75 computers to parents for completing the Basic Computer Skill training class.
- Served as project lead for bringing 100 9th grade students to BellSouth for Job shadowing.
- Coordinated Technology Service Day and facilitated participation at different training sessions.

Network Administrator – AT&T Atlanta, Georgia, (2000 – 2004)

Provided day-to-day support for office staff and equipment according to the terms of their Service Level Agreement. Managed bandwidth usage and connection of information technology systems. Insured that current documentation was kept on LAN/WAN configuration, frame-relay and point-to-point circuit, along with circuit IDs.

Performance Responsibilities:

- Evaluated, designed and installed gigabyte backbone fiber optic network for 3,200 end users.
- Upgraded workstations and printers to 100Mbps, which significantly improved desktop connectivity.
- Instituted new network infrastructure that improved systems efficiency and dependability.
- Led efforts to reduce overall circuits within facility, which contributed to decreased operational costs.

Tozzi Swain

Page 3

Desk Side Support Technician – AT&T Atlanta, Georgia, (1997 – 2000)

Function as a member of the Customer Care Team handling desk side support and call over the phone with and remote access supporting 10,000 users. Managed various areas of support included Ethernet connection, account provisioning email (outlook) and Windows installation, configuration and upgrade issues.

Performance Responsibilities:

- Tested and implemented new PC deployment solution
- Perform other duties as requested by supervisor in order to achieve departmental goals and objectives.

Education – Alabama State University Montgomery, Alabama

Computer Information System BS – degree 1996

Omnitech Institute (2019)

ONP-IT (Certificate)

Atlanta, Georgia

Tarver, Angelo (444468) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
Indeed

Hiring Manager
Carla Smith

Creation Date
Jan 2, 2022

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [Angelo-Tarver Resume 2022.pdf](#)

Other Attachments

1. [AngeloTarver-CIST2452 41134 o-certificate.pdf](#)
2. [AngeloTarver-CIST2453 41135 S-certificate.pdf](#)

Personal Information

First Name Last Name
Angelo Tarver

Address (line 1)
253 Bella Vista Terrace

Zip Code, City & County
30253 > Mc Donough >
Henry

Place of Residence
United States > Georgia
> Atlanta

Primary Phone Type
Mobile Phone

Area Code Phone Number
678 8785855

Email Address
angelo24tarver@gmail.com

Preferred Salary
36,000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of
Education Completed
Associate Degree

Are you fluent in any other language other than
English?
EN-US - English (United States)

National Service Programs in which you have
participated:
Other

Describe any Volunteer
Experience
N/A

Military Service
Active Military? Dates/Branch/Rank
No N/A

PREVIOUS or CURRENT EMPLOYMENT WITH
CITY OF ATLANTA

Are you presently employed by the City of
Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm, contractor or other that does business with the City of Atlanta?

No

Have you ever worked for the City of Atlanta?

No

Public
Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
angelo24tarver

Source Tracking

General
Job Board

Specific
Indeed

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Institution

Candidate Name
Tarver, Angelo (444468)

Job Title
Desktop Support Technician (211294)

Southern Crescent Technical College

State where Institution is located?
Georgia

Program
Computer Information Systems

Education Level (Achieved)
Associate Degree

Have you graduated?
Yes

Start Date
Jan, 2019

Graduation Date
May, 2021

Education 2

Institution
Chattahoochee Valley Community College

State where Institution is located?
Alabama

Program
Computer Science

Education Level (Achieved)
Associate Degree

Have you graduated?
No

Start Date
Jan, 2008

Graduation Date
Jan, 2010

Work Experience

Work Experience 1

Current job

Other Employer
ProLogic ITS

Other Function
Support Analyst

Start Date
Jun, 2021

Achievements
Computer Hardware Repair Technician - Assembling devices, troubleshooting and repairing as needed (screens, keyboards, hard drive replacements, etc.)

OK to contact employer?
Yes

Reason for leaving
Contract ending

Work Experience 2

Current job

Other Employer
DHL

Other Function
Forklift Operator/Computer Hardware Technician

Start Date
Nov, 2018

End Date
Mar, 2020

Achievements

Keeping records of incoming and outgoing shipments.
Picking orders as requested by management. Sealing and tagging containers, confirming accuracy of orders and signing pick tickets to confirm. Ensuring correct shipping information is attached and moving completed orders to shipping area.

Install, configure, repair, and maintain fully integrated information technology computer-based systems internal and peripheral devices, memory chips, video cards, hard drives, printers, network interface cards, media converters, and other peripheral devices.
Responsible for day-to-day coordination and administration of tasks by ensuring quality and productivity standards are maintained while meeting customer schedules.

OK to contact employer?
Yes

Reason for leaving
Laid Off

Work Experience 3

Current job

Other Employer
Auto Zone

Other Function
Customer Service Representative

Start Date
Aug, 2017

End Date
Sep, 2018

Achievements

Serves customers by providing product and service information and resolving product and service problems. Attracts potential customers by answering product and service questions and suggesting information about other products and services. Opens customer accounts by recording account information.

OK to contact employer?
Yes

Reason for leaving
Left for another position

Certifications

Certification 1

Certification
 Cisco Specialist Certifications

Organization
 Cisco

Issue Date
 May, 2021

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	X No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	80%

CCNAv7: Switching, Routing, and Wireless Essentials

The student has successfully achieved student level credential for completing CCNAv7: Switching, Routing, and Wireless Essentials course administered by the undersigned instructor. The student was able to proficiently:

- Configure VLANs and Inter-VLAN routing applying security best practices.
- Troubleshoot inter-VLAN routing on Layer 3 devices.
- Configure redundancy on a switched network using STP and EtherChannel.
- Troubleshoot EtherChannel on switched networks.
- Explain how to support available and reliable networks using dynamic addressing and first-hop redundancy protocols.
- Configure dynamic address allocation in IPv6 networks.
- Configure WLANs using a WLC and L2 security best practices.
- Configure switch security to mitigate LAN attacks.
- Configure IPv4 and IPv6 static routing on routers.

Angelo Tarver

Student

Southern Crescent Technical College

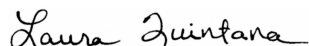
Academy Name

United States

Location

10 May 2021

Date



Laura Quintana
VP & General Manager, Cisco Networking Academy

CCNAv7: Enterprise Networking, Security, and Automation

The student has successfully achieved student level credential for completing CCNAv7: Enterprise Networking, Security, and Automation course administered by the undersigned instructor. The student was able to proficiently:

- Configure single-area OSPFv2 in both point-to-point and multiaccess networks.
- Explain how to mitigate threats and enhance network security using access control lists and security best practices.
- Implement standard IPv4 ACLs to filter traffic and secure administrative access.
- Configure NAT services on the edge router to provide IPv4 address scalability.
- Explain techniques to provide address scalability and secure remote access for WANs.
- Explain how to optimize, monitor, and troubleshoot scalable network architectures.
- Explain how networking devices implement QoS.
- Implement protocols to manage the network.
- Explain how technologies such as virtualization, software defined networking, and automation affect evolving networks.

Angelo Tarver

Student

Southern Crescent Technical College

Academy Name

United States

Location

10 May 2021

Date

Laura Quintana

Laura Quintana
VP & General Manager, Cisco Networking Academy

Angelo Tarver

McDonough, GA

angelo24tarver@gmail.com

+1 678 878 5855

Extremely interested in finding the right employer where I can apply the knowledge and the experience I have gained from the years of Computer Networking major and my strong work history. I am ambitious, self motivated, as well as success driven initiative-taker. Able to communicate with others and enjoy collaborating with people.

Authorized to work in the US for any employer

Work Experience

Tier-1 Support Analyst

ProLogic ITS - Forest Park, GA

June 2021 to Present

Computer hardware repair technician assembling laptops, troubleshooting and repairing as needed (screens, keyboards, hard drive replacements, etc..)

Receiving Clerk/ Computer Hardware Technician

DHL

November 2018 to March 2020

Keeping records of incoming and outgoing shipments. Picking orders as requested by management. Sealing and tagging containers, confirming accuracy of orders and signing pick tickets to confirm. Ensuring correct shipping information is attached and moving completed orders to shipping area.

Install, configure, repair, and maintain fully integrated information technology computer-based systems internal and peripheral devices, memory chips, video cards, hard drives, printers, network interface cards, media converters, and other peripheral devices.

Responsible for day-to-day coordination and administration of tasks by ensuring quality and productivity standards are maintained while meeting customer schedules.

Customer Service Representative

Auto Zone

August 2017 to September 2018

Serves customers by providing product and service information and resolving product and service problems. Attracts potential customers by answering product and service questions and suggesting information about other products and services. Opens customer accounts by recording account information.

Wireman/Receiving Clerk

Lennox International

April 2012 to October 2015

Wireman -install and maintain a variety of electrical systems using specialized tools; provide on-the-job training to apprentices and helpers, and diagnose and correct defects in power generation and distribution systems.

Receiving Clerk -keeps records on incoming and outgoing shipments, prepares items for shipment, receives inbound shipment and stocks in warehouse. Enter production information into SAP system and move them to a location in the system.

Lead Meter Reader

Utility Metering Solutions

April 2009 to February 2012

Provide utilities or services to customers and responsible for traveling to different residential and commercial locations on assigned routes and gathering accurate data regarding the amount of utilities used; also training other associates on their job, helping them understand the importance of safety in the work field.

Education

Associate's degree in Computer and Information Sciences - Networking Specialist

Southern Crescent Technical College

August 2019 to May 2021

Associate's degree in Computer Science

Chattahoochee Valley Community College

2008 to 2010

Associate in Science (AS)

Skills

- Front-end Development
- Computer Networking
- Network Administration
- System Administration
- Web Design
- HTML
- Windows
- FTP
- Windows 10
- Java
- Linux
- Software troubleshooting

- Customer service
- IT support
- Active Directory
- Help Desk
- DHCP
- LAN
- Computer Hardware
- DNS
- Git
- JavaScript
- VPN
- Mobile devices
- TCP/IP
- Microsoft Windows Server
- Network Support
- Network Firewalls
- Operating Systems
- WAN
- VoIP
- ServiceNow
- Virtualization
- Network Engineering

Certifications and Licenses

CCNAv7: Switching, Routing, and Wireless Essentials

May 2021 to Present

Configure VLANs and Inter-VLAN routing applying security best practices.

Troubleshoot inter-VLAN routing on Layer 3 devices.

Configure redundancy on a switched network using STP and EtherChannel.

Troubleshoot EtherChannel on switched networks.

Explain how to support available and reliable networks using dynamic addressing and first-hop redundancy protocols.

Configure dynamic address allocation in IPv6 networks.

Configure WLANs using a WLC and L2 security best practices. Configure switch security to mitigate LAN attacks.

Configure IPv4 and IPv6 static routing on routers.

Cisco: Enterprise Networking, Security, and Automation

May 2021 to Present

Configure single-area OSPFv2 in both point-to-point and multiaccess networks.

Explain how to mitigate threats and enhance network security using access control lists and security best practices.

Implement standard IPv4 ACLs to filter traffic and secure administrative access.

Configure NAT services on the edge router to provide IPv4 address scalability.

Explain techniques to provide address scalability and secure remote access for WANs.

Explain how to optimize, monitor, and troubleshoot scalable network architectures.

Explain how networking devices implement QoS.

Implement protocols to manage the network.

Explain how technologies such as virtualization, software defined networking, and automation affect evolving networks.

Assessments

Technical support: Customer situations — Familiar

April 2021

Responding to technical support situations with sensitivity

Full results: [Familiar](#)

Technical support — Familiar

October 2020

Performing software, hardware, and network operations

Full results: [Familiar](#)

Work style: Reliability — Expert

July 2021

Tendency to be reliable, dependable, and act with integrity at work

Full results: [Expert](#)

Basic computer skills — Familiar

June 2021

Performing basic computer operations and troubleshooting common problems

Full results: [Familiar](#)

Filing & organization — Proficient

April 2021

Arranging and managing information or materials using a set of rules.

Full results: [Proficient](#)

Following directions — Highly Proficient

June 2021

Following multi-step instructions.

Full results: [Highly Proficient](#)

Verbal communication — Highly Proficient

June 2021

Speaking clearly, correctly, and concisely

Full results: [Highly Proficient](#)

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Tape, Hubert-Armand (483745) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
LinkedIn

Hiring Manager
Carla Smith

Creation Date
Dec 31, 2021

Submission Type
External

Note: Due to the PDF conversion process, this PDF document may not accurately represent the formatting of the attachments that were converted. Please click on the attachment links for each candidate to view the original attachment.

The attachments will expire on January 19, 2022. Please save the attachments locally to access them after the expiration date.

Candidate Attachment List:

Resume

1. [Resume April 2021.pdf](#)

Personal Information

First Name Last Name
Hubert-Armand Tape

Address (line 1)
2100 Mesa Valley Way

Zip Code, City & County
30106 > Austell > Cobb

Place of Residence
United States > Georgia
> Atlanta

Area Code Phone Number
404 6628430

Email Address
armand.hubert@aol.com

Preferred Salary
\$35\$/H

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am authorized to work
in this country for any
employer

Personal Data
Highest Level of
Education Completed
Associate Degree

Are you fluent in any other language other than
English?
FR-FR - French (France)

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH
CITY OF ATLANTA

Are you presently employed by the City of
Atlanta?
No

Are you currently employed by or have you ever been employed by a
company, firm, contractor or other that does business with the City of
Atlanta?
No

Have you ever worked
for the City of Atlanta?
No

Candidate Name
Tape, Hubert-Armand (483745)

Job Title
Desktop Support Technician (211294)

Public
Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
ArmandD77

Source Tracking

General
Social network service

Specific
LinkedIn

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
ESCG SORBONNE

State where Institution is located?
COTE D ' Ivoire

Other Program
NETWORKING

Education Level (Achieved)

Associate Degree

Have you graduated?
Yes

Start Date
Sep, 2011

Graduation Date
Jul, 2013

Work Experience

Work Experience 1

Current job

Other Employer
Men's Health Center

Other Function
It Support Technician

Start Date
Mar, 2019

Achievements

| | Install and support all business IT related issues #
Serves as a liaison between the end user community and
the Information Technology support teams by resolving
semi- complex technical application and IT service issues. #
Cisco VPN / Router and Switch configure and Troubleshoot
by Remote control access Windows deployment # Install,
troubleshoot, and repair end user computing hardware such
as personal computers, laptops, thin clients, printers, smart
mobile phones, Audio Visual equipment and other related
peripheral hardware as well as the company's software
portfolio Windows deployment (SCCM)

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
NEASM

Other Function
Systems Administrator

Start Date
Feb, 2019

Achievements

National AIDS Education & Services for Minorities | | -
PresentIT Support Oversee and fix all IT related issues
(Install, configure and Troubleshoot and resolve
computing IT issues # Cisco VPN / Router and Switch
configure and Troubleshoot by Remote control access
Windows deployment (SCCM) # Company software
portfolio deployment and management

OK to contact employer?
Yes

Work Experience 3

Current job

Other Employer
Unisys
Other Function
It Support Engineer
End Date
Feb, 2019

Start Date
Jan, 2015

Achievements

| | | 4+ Years End user Support # Create and manage incidents tickets and Request. # Assist users on their daily computer use by resolving their challenges. Serves as a liaison between the end user community and the Information Technology support teams by resolving semi-complex technical application and IT service issues. Computer Science & Computer Hardware Repair # Install, troubleshoot, and repair end user computing hardware such as personal computers, laptops, thin clients, printers, RF Terminals, smart mobile phones, Audio Visual equipment and other related peripheral hardware as well as the company's software portfolio Windows deployment (SCCM) Ability to administer and maintain remote control Console tools to configure and govern end user devices such

OK to contact employer?
Yes

Certifications

Certification 1

Other Certification
Google IT Supported Professional

Organization
Google

Issue Date
Jun, 2020

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2

2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	100%

HUBERT-ARMAND TAPE

2100 Mesa Valley Way #1104 | Austell, GA 30106 | **Phone** (404) 662-8430 |

Email: Hubert_Armand@outlook.com

Driving License: Yes

CANDIDATE PROFILE

Experienced Information Technology Engineer with 6+ years of experience in various areas including, but not limited to business/store operations support, Server management, network infrastructure install-configure-manage, data analyst/. Seeking to leverage IT professionalism and experience into a managerial role as a need might rise.

SUMMARY OF QUALIFICATIONS

Server Management

Cloud Computing

Business Agile/Business Application

Windows SCCM/MDM

Network Infrastructure

Office 365

Windows Servers

Deskside Support

Level II Support

System Administrator

EDUCATION & CERTIFICATION

Google | Certification | IT Supports Professional Google Certified | 2020

ESCG | Abidjan-Ivory Coast | September 2013

Associate Degree | Telecom Networking | Concentration: Network Infrastructure

ISFTP | Abidjan-Ivory Coast | August 2006

Higher National Diploma | *Concentration: Science of Information Technology*

PROFESSIONAL EXPERIENCES

Men's Health Center | Atlanta, GA | March 2019 – Present

IT Support consultant

- Install and support all business IT related issues
 - ✓ Serves as a liaison between the end user community and the Information Technology support teams by resolving semi-complex technical application and IT service issues.
 - ✓ Cisco VPN/Router and Switch configure and Troubleshoot by Remote control access
- Windows deployment
 - ✓ Install, troubleshoot, and repair end user computing hardware such as personal computers, laptops, thin clients, printers, smart mobile phones, Audio Visual equipment and other related peripheral hardware as well as the company's software portfolio Windows deployment (SCCM)

National AIDS Education & Services for Minorities | Atlanta, GA | Feb 2019 – Present **IT Support consultant**

- Oversee and fix all IT related issues
 - ✓ Systems Administrator
 - ✓ Server management/Administration (Install, configure and Troubleshoot and resolve computing IT issues)
 - ✓ Cisco VPN/Router and Switch configure and Troubleshoot by Remote control access
- Windows deployment (SCCM)
 - ✓ Company software portfolio deployment and management

Unisys | Accra, Ghana | Jan 2015 – Feb 2019 | 4+ Years

IT Support Engineer

- End user Support
 - ✓ Create and manage incidents tickets and Request.
 - ✓ Assist users on their daily computer use by resolving their challenges.
- Serves as a liaison between the end user community and the Information Technology support teams by resolving semi-complex technical application and IT service issues.
- Computer Science & Computer Hardware Repair
 - ✓ Install, troubleshoot, and repair end user computing hardware such as personal computers, laptops, thin clients, printers, RF Terminals, smart mobile phones, Audio Visual equipment and other related peripheral hardware as well as the company's software portfolio Windows deployment (SCCM)
- Ability to administer and maintain remote control Console tools to configure and govern end user devices such as SCCM for PCs, Print servers, Mobi for the mobile ruggedized RF devices, or Air watch and apple configurator for Cellular devices and Tablets and Vocollect console for voice devices.
- Knowledge on Internet Browser applications, Cisco VPN LogMeIn, Windows Servers OS, iOS, Citrix
- Server management/Administration (Install, configure and Troubleshoot and resolve computing IT issues.
- Networking /Network infrastructure management
 - ✓ Cisco VPN/Router and Switch configure and Troubleshoot by Remote control access
- Asset management
- Ticket Support management
- Software Installation
- Systems Administration

SKILLS

- ✓ Windows PowerShell
- ✓ Microsoft Active Directory
- ✓ Windows Server
- ✓ Microsoft Exchange
- ✓ Microsoft Azure
- ✓ Technical Support
- ✓ Operating Systems
- ✓ Business Development & Support
- ✓ Working knowledge of RF scanning systems in an industrial environment (Intermec, Psion & LXE) preferred.

REFERENCES

Rudolph Carn
Managing Director
MENS HEALTH CENTER
+1(404) 660 0527

Alex Zohore
Finance Manager
NAESM, INC
+1(678) 787 9258

Tolliver, Daronte H. (483348) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
LinkedIn

Hiring Manager
Carla Smith

Creation Date
Dec 29, 2021

Submission Type
External

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Candidate Attachment List:

Resume

1. [DARONTE TOLLIVER RESUME Nov 2021 final.pdf](#)

Personal Information

First Name Daronte Middle Name H. Last Name Tolliver

Address (line 1)
7235 Buck Creek Dr

Zip Code, City & County
30213 > Fairburn > Fulton

Place of Residence
United States > Georgia >
Atlanta

Primary Phone Type
Mobile Phone

Area Code 404 Phone Number 6703970

Email Address
darontetolliver96@gmail.com

Preferred Salary
60000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
High School Graduate

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Account Information

Account Status
Not Locked

User Name
dtolliver96

Source Tracking

General
Social network service

Specific
LinkedIn

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time

Experience and Credentials

Education

Education 1

Other Institution
Community College of the Air Force

State where Institution is located?
Alabama

Other Program
TECHNOLOGY

Education Level (Achieved)
Associate Degree

Have you graduated?
No

Start Date

Graduation Date

Aug, 2015

Aug, 2021

Work Experience

Work Experience 1

Current job

Other Employer
Misawa AFB

Other Function
Service Center Technician

Start Date
Jan, 2016

End Date
Jan, 2018

Achievements

- Lead Misawa Air Force base Windows 10 migration from windows 7/8 .
- Setup VTCs for various organizations across the base with participants across the world.
- Troubleshoot issues, coordinate repairs & installed VTC end user devices.
- Implemented Multi-Function Device Security Implementation Guides across the base in accordance with the Defense Intelligence Systems Agency.
- Tracked and processed User requests using BMCRemedy & management system.
- Maintained and repaired Aircraft targeting computer systems.

OK to contact employer?
No

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	X No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active	X Yes	Met (Required)	2/2

Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	80%

Daronte H. Tolliver

San Antonio, TX 78254

<https://www.linkedin.com/in/darontetolliver/>

Cell: 404-670-3970

Email: darontetolliver96@gmail.com

Daronte H. Tolliver

Senior Systems Administrator

EDUCATION

A.S., Informations Systems Technology, Community College of the Air Force 2018

COMPTia Security+ Certification - Expiration 2022

SECURITY CLEARANCE: TOP SECRET SCI

STATEMENT OF QUALIFICATIONS

- Team Leadership
- Vulnerability Management
- Cyber Security
- Windows 10
- Effective Communication
- Customer Service
- Policy Implementation
- HBSS/Anti-Virus
- IT Security
- Remote Support
- Asset Management
- Powershell
- Service Now
- BMC Remedy
- MS Office
- Active Directory
- CIPS WOMS

PRESENT ASSIGNMENT

United States Air Force

Lackland AFB

Service Center Technician/Supervisor

Aug 2015- Aug 2021

Feb 2018-Aug 2021

- Install, troubleshoot, repair, operate, and maintain computers, workstations, laptops, thin clients, printers, scanners, and any other equipment within the scope of this task.
- Diagnosed and resolve client level issues using Information Technology Infrastructure Library (ITIL) practices.
- Responsible for implementing fixes and patches through various means such as registry edits, patch installation, Active Directory Security Policy configuration and various application testing.
- Responsible for removal and proper disposal of old equipment and data deemed Classified.
- Support critical systems after hours support, responding to emergencies on a 24/7 basis.
- Supported organization users across 3 enclaves using Active Directory to modify user accounts.
- Maintained Multi-function Devices cable of printing and digital sending across the network with non-repudiation.
- Tracked and processed User tickets using BMC Remedy & Service Now ticketing systems.
- Managed workloads of the other 6 technicians in my workcenter.
- Created Workcenter knowledge book which includes general work center procedures, a phone directory, & several pages of how-to documents using MS OneNote.
- Trained 4 other new technicians using Workcenter Knowledge Book.
- Facilitated organizational town halls utilizing CISCO Webex, MS Teams & Zoom.
- Maintain and update the current asset management database.

Daronte H. Tolliver

San Antonio, TX 78254

Cell: 404-670-3970

<https://www.linkedin.com/in/darontetolliver/>

Email: darontetolliver96@gmail.com

Misawa AFB

2016-2018

Service Center Technician

- Lead Misawa Air Force base Windows 10 migration from windows 7/8.
- Setup VTCs for various organizations across the base with participants across the world.
- Troubleshoot issues, coordinate repairs & installed VTC end user devices.
- Implemented Multi-Function Device Security Implementation Guides across the base in accordance with the Defense Intelligence Systems Agency.
- Tracked and processed User requests using BMCRemedy & CIPS Work order management system.
- Maintained and repaired Aircraft targeting computer systems.

PROFESSIONAL ASSOCIATIONS

San Antonio Air Force Cyber Patriot

Misawa Air Base First Four

Misawa Air Base Airmen Against Drunk Driving (A2D2)

Aomori City Bikouen Orphanage Volunteers

San Antonio Adopt-a-Highway

Wilcox, Curtis (366820) applied for job: Desktop Support Technician (211294)

Step
HM Review/Interview

Latest Submission Medium
Online

Recruiter
Michael Morning

Status
To be Reviewed

Source
LinkedIn

Hiring Manager
Carla Smith

Creation Date
Jan 2, 2022

Submission Type
External

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Candidate Attachment List:

Resume

1. [Curtis Wilcox Resume 2022.pdf](#)

Personal Information

First Name
Curtis

Last Name
Wilcox

Zip Code, City & County
30213 > Fairburn > Fulton

Place of Residence
United States > Georgia >
Atlanta

Primary Phone Type
Mobile Phone

Area Code
404

Phone Number
9034302

Email Address
twilcox02@gmail.com

Preferred Salary
40,000

Willing to relocate?
Yes

Internal Candidate

Citizenship
Work Authorization
I am a US Citizen

Personal Data
Highest Level of Education
Completed
High School Graduate

Military Service
Active Military?
No

PREVIOUS or CURRENT EMPLOYMENT WITH CITY OF
ATLANTA

Are you presently employed by the City of Atlanta?
No

Are you currently employed by or have you ever been employed by a company, firm,
contractor or other that does business with the City of Atlanta?
No

Have you ever worked for the
City of Atlanta?
No

Public Safety Experience
Residence History
Physical Examination

Submission Information

Candidate Name
Wilcox, Curtis (366820)

Job Title
Desktop Support Technician (211294)

Account Information

Account Status
Not Locked

User Name
CCwilcox03

Source Tracking

General
Social network service

Specific
LinkedIn

Submission Medium

Original Submission Medium
Online

Latest Submission Medium
Online

Profile Information

Employee Status
Regular

Job Type
Standard

Shift
Day

Schedule
Full-time, Part-time

Experience and Credentials

Education

Education 1

Other Institution
Langston Hughes High School

State where Institution is located?
Georgia

Program
General Studies

Education Level (Achieved)
High School Diploma/GED

Have you graduated?
Yes

Student name while attending the program
Curtis Wilcox

Start Date
Jan, 2008

Graduation Date
May, 2011

Education 2

Other Institution
Coursera

State where Institution is located?
Remote

Other Program
Technical Support Fundamentals

Education Level (Achieved)
Other

Provide explanation if you have selected "Other"
Online learning platform

Have you graduated?
Yes

Start Date
Jun, 2020

Graduation Date
Jul, 2023

Education 3

Other Institution
Gener8tor Upskilling

State where Institution is located?
GA

Other Program
Project Management

Education Level (Achieved)
Other

Provide explanation if you have selected "Other"
Training on Project Management

Have you graduated?
Yes

Start Date
Oct, 2021

Graduation Date
Dec, 2021

Work Experience

Work Experience 1

Current job

Other Employer
Fulton County Government

Other Function
Help Desk Library Associate

Start Date
Jul, 2019

End Date
Dec, 2020

OK to contact employer?
Yes

Work Experience 2

Current job

Other Employer
Belle Fleur Technologies
Other Function
Internship Cloud Developer

Start Date
Jun, 2020

End Date
Dec, 2020

OK to contact employer?
No

Work Experience 3

Current job

Other Employer
Georgia World Congress Center
Other Function
Guest Services Receptionist

Start Date
Mar, 2018

End Date
Mar, 2020

OK to contact employer?
Yes

Work Experience 4

Current job

Other Employer
Fulton County Government
Other Function
Field Service Technician

Start Date
Oct, 2021

End Date
Dec, 2021

OK to contact employer?
Yes

Reason for leaving
Assignment Completed

Certifications

Certification 1

Other Certification
Technical Support Fundamentals

Organization
Coursera

Number/ID
L5PE4Q6UKPUQ

Issue Date
 Aug, 2020

Certification 2

Other Certification
 re/Start Graduate

Organization
 Amazon Web Services Training and Certification

Questionnaire

Question	Answer	Required/Asset	Result
1. Do you have a Bachelor ' s degree or higher in Computer Information Systems and/or Information or related field? Type: Single Answer	Yes	-	0/2
	X No	Met (Required)	0/0
	Result for question:		0/2
2. Do you have experience with Mac hardware and software support running recent macOS versions? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
3. Do you have 2 + years ' Experience with Remote Desktop applications? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
4. Do you have basic networking understanding (DHCP, DNS, IP addresses and subnets)? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
5. Do you have Intermediate experience in Technologies: Active Directory, DHCP, DNS/DDNS, WINS, POP, SMTP, PPTP, L2TP, TCP/IP, VLAN, SNMP, RPC/HTTP, firewall configuration, NAS, SAN? Type: Single Answer	X Yes	Met (Required)	2/2
	No	-	0/0
	Result for question:		2/2
		Required 5/5 Assets 0/0	80%

Curtis Wilcox

404.903.4302 • Atlanta, GA • twilcox02@gmail.com
<https://www.linkedin.com/in/curtis-w-44717b104/>

EXPERIENCE

Field Service Technician

Oct 2021 - Dec 2021

Fulton County Government | Atlanta, GA

- Collaborated with Fulton County Elections as technical support on troubleshooting voting stations, poll pads, networking, printer and such related to keeping process running efficient with no issues

Help Desk Librarian Associate

Jun 2019 - Present

Fulton County Government | Atlanta, GA

- Troubleshooting basic computer networking issues within the Wolf Creek Public Library Branch.
- Secured making a smoother process for patrons to using the branch's wifi and creating a listing instructions on how to connect to the network
- Proactively solve basic troubleshooting issues such as patron's personal computers on connecting to the building's wifi as well as troubleshooting minor problems on computers and printers inside the branch, if need to escalated to the upper tier
- Documented and improved new and current patron's account data as well as availability on books within the library catalog system
- Providing customer service to assisting patrons on their needs such as library accounts, research materials and special events with the outreach programs.

Internship Cloud Developer

Jun 2020 - Dec 2020

Belle Fleur Technologies | Atlanta, GA (Remote)

- Experienced in learning to write and testing programs upon Scrum Master's request for that company such as building websites and identifying effective productivity to completing the required task
- Tested Amazon Web Services (AWS) products under supervision to understand while working with a client's project demand

AWS re/Start Cloud Support Engineer Trainee

May 2019 - Jan 2020

Generation | Atlanta, GA

- Trained on using Amazon Web Services Management Console and learning the services of operations to making efficient workflow
- Researched and experimented in pre-made mock environments within Management Console such as EC2, Simple Storage Service (S3), and Lambda

Guest Service Receptionist

Jun 2018- Jul 2021

Georgia World Congress Center Authority | Atlanta, GA

- Collaborated with team leads for upcoming events and discussed opportunities on ensuring customer's experience
- Supporting team members on documenting and communication actions of the caller's problem questionnaires
- Gained knowledge on upcoming events to better communicate with attendees who are visiting expos and conferences

EDUCATION

Gener8tor Upskilling | Project Management Institute

Dec 2021

Coursera | Foundations of User Experience (UX) Design

Sep 2021

Coursera | Technical Support Fundamentals

Aug 2020

Generation USA - Atlanta Technical College | AWS re/Start Cloud Support Program

Sep 2019

Interactive College of Technology | Computer Networking and Security

Nov 2018

SKILLS

MacOS | Windows | iOS | Android | Customer Service | SIRSIDynix WorkFlows | Figma | Adobe XD | Python Programming | Hardware Troubleshooting | Software Troubleshooting | MTA Networking Fundamentals | G Suite | Telephone Skills | Creative Thinking | Teamwork | Mentoring | Reporting Research | Resolving Conflict | Technical Understanding | Interpersonal Skills | Adaptability |