

Key Barber

Washington, D.C. · 202.823.8267 · keybarber2@gmail.com

IT Professional

A communicative and personable IT professional with proven history of success staying organized while coordinating full lifecycle asset management activities and technical troubleshooting. Possess 4 years of professional experience with 2 of those years ensuring effective and efficient management of IT assets through the use of leading asset management solutions. Aptitude for technical subject matter and creative problem solving including installation, support and direction on client network issues including Active Directory, DNS, DHCP, security, virus prevention, backups, disaster recovery, email, and general network performance. Exceptional ability to learn and adapt quickly while demonstrating professionalism in the service of internal and external customers.

Areas of Expertise

Hardware: Cisco IT Essentials (PC software and hardware); HP desktops & laptops; Dell desktops & laptops; Lenovo ThinkPad laptops; HP printers; general computer builds and repairs; hardware installations and swaps; mobile devices & tablet; Asset Management

Software: Microsoft Office 365, Service Now, Microsoft Azure, Power BI, Active Directory, Linux Command, CMD, Microsoft Admin Center, and E-Quip, Microsoft Server 2012-2016, SCCM, Microsoft Teams, VMware Vsphere, Splunk, Mac OS, Intune, Software Management

Networking: Networking experience (running cables, troubleshooting connections, activating ports, basic router configuration, switches, Wi-Fi router)

CERTIFICATIONS

- **CompTIA A+**
- **CompTIA Security+**
- **Microsoft Office Specialist 2013**
- **CCNA (In Progress)**

PROFESSIONAL EXPERIENCE

NAVY FEDERAL CREDIT UNION - VIENNA, VA

SERVICE DESK TECHNICIAN • SEPTEMBER 2021 - CURRENT

- Respond to internal Service inquiries or requests for assistance; troubleshoot and resolve issues; escalate to higher level staff or management as needed.
- Provide and lead tier 1, tier 2 desktop support (to include phone, email and in-person customer support) and tier 3 support to users in the areas of email, standard Windows desktop applications, computers (desktops and laptops), printers, smart phones and tablets, audio-visual, and IP desk phones using ticketing system.
- Provide Active Directory System support, patching, maintenance of Group Policy, and management and support of user accounts.
- Diagnosing and resolving over 30 tickets per day through efficient triaging of problems

- Maintained 99% satisfaction rating in monthly end-user scoring through applied interpersonal skills and providing fast solutions.
- Troubleshoot issues related to SCCM client and infrastructure, experience with SCCM development and enterprise client management, Windows Deployment Services, and Microsoft Windows Server Update Services (WSUS).
- Performed day-to-day Windows administration tasks, including installing, troubleshooting, patching,

FCC – WASHINGTON, DC

DESKTOP SUPPORT • AUGUST 2020 – JULY 2021

- Provided technical support, diagnosed and troubleshot hardware and software problems, including desktop, laptop
- Performed system builds and integration of Windows workstation machines with identity management system (i.e Active Directory)
- Provided application support (password resets, profile changes, and software changes) for multiple applications such as VMware Horizon Client, Office Suite, Service Now etc
- Configured, installed and supported Windows OS desktop computers, laptop computers, printers, monitor and other general peripherals.
- Configured, migrated, deployed, and set up PC, responding and resolving problems., and assisting with research and testing new hardware and software products
- Resolved Tier 1 & 2 support requests promptly and to customers satisfaction
- Handled customer support requests troubleshoot symptoms, and deliver solutions for Windows 10 software.

ABSS SOLUTIONS INC – PG COUNTY, MARYLAND

MICROSOFT TEAMS SUPPORT • APRIL 2020-MAY 2020 (SHORT TERM CONTRACT)

- Conducted user training on the use of Microsoft Teams for over 60 employees
- Supported users remotely via SCCM Viewer, MS Teams, and zoom
- Troubleshooted tickets thru SCCM Remote and Microsoft Teams and Deskside Support
- Added users and licenses thru Microsoft 365 Admin Center, reset passwords, Created, edited, and troubleshooted teams and groups, Initialized and configured network computers using Windows 10, Windows 7.
- Used Azure as active directory software to add users and guest to organization

NIH - BETHESDA, MARYLAND

SERVICE DESK TECHNICIAN/DEPLOYMENT TECH • JANUARY 2020 – MARCH 2020

- Effectively reduced by 15% the setup and deployment time for new NIH employees
- Provided technical assistance and support for incoming queries and issues related to computer systems, software, and hardware for over 200 employees.
- Provided technical support and troubleshooting services to end-users who need computer hardware and software assistance.
- Configured and deployed Windows operating systems and applications. Administered Office 365, Active Directory, Exchange
- Provided computer hardware and software installation and configuration user support and troubleshooting.
- Troubleshooted and supported Windows operating systems, advanced MS Office products, and other IT issues.
- Installed, upgraded, supported, and troubleshot printers, computer hardware, and any other authorized peripheral equipment

WSSC WATER, LAUREL, MD

IT ASSET MANAGEMENT SPECIALIST • JANUARY 2018 – JANUARY 2020

- Played an integral role in the execution and reporting of annual site audits for all IT assets.
- Reported inventory balance, price lists, shortages and reports used for budgeting and status updates distributed to management and key stakeholders.
- Slashed monthly service bills by more than 50% by negotiating with mobile carriers to significantly drive down rates.
- Monitored and maintained more than 2,500 phone and data accounts while effectively managing an upgrade deployment of over 600 mobile devices.
- Tracked and issued equipment to technicians in the field.
- Reconciled Configuration Management Database (Remedy / ServiceNow) with physical inventory. Weekly, monthly, quarterly reporting.
- Barcoding, scanning, receiving, disposal, and property storage in accordance with ServiceNow requirements.
- Participated as an active service desk team member with ownership of tracking, managing, and resolving all IT request tickets related to inventory, equipment purchases, warranties, and repairs.
- Created policies for devices using Maas360 software
- Deployed technology and accessories for approximately 2,500 users in local and remote locations.