**[Customer Service Desk](https://www.postjobfree.com/resume/ad2uhr/customer-service-desk-virginia-beach-va)**

**Location:**Virginia Beach, VA

**Posted:**January 17, 2024

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**Resume:**

Kostandine R. Mead

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SUMMARY

Seeking technical position in an organization which recognizes outstanding experience, outstanding customer service skills, teamwork, technical ability and leadership for a system admin, helpdesk or multifaceted IT position.

CERTIFICATIONS

CompTIA A+ ce, Expiration 7/15/2025

CompTIA Network+ ce, Expiration 7/15/2025

CompTIA Security+ ce, Expiration 7/15/2025

CompTIA Secure Infrastructure Specialist

CompTIA IT Operations Specialist

Microsoft Azure Fundamentals AZ-900, 9/11/2023

HP Accredited Platform Specialist Laser-Jet Printers

Ricoh Certified Technician

Active DOD Secret Clearance

EDUCATION

Southern New Hampshire University- AAS in Cyber Security

Expected graduation date - 2025

PROFESSIONAL EXPERIENCE

SAIC – SCIENCE APPLICATIONS INTERNATIONAL CORPORATION

April 2021 to October 2023 - Navy Marine Corp Intranet (NMCI)

ITIL Service Desk Administrator – Naval Nuclear Propulsion Information Systems(NNPI)

Tier 2 Tech lead - NMCI Service Desk / NNPI Tier 2 Tech Lead

Originally hired and sponsored by APEX for a clearance. After Leidos won the contract, was hired by SAIC as a full-time employee.

Troubleshoot network connectivity issues for remote and on-premise users.

Strong understanding of current DOD networking technologies such as Cloud-Based Internet Isolation, Break and Inspect, VPNs, proxy servers, TCP/IP

Manage user workstation proxy addresses and exceptions, Domain Name Service client configuration and HOSTS file, Host Intrusion Prevention Service (HIPS) and Data Loss Prevention (DLP) software maintenance, Data At Rest encryption configuration and recovery key retrieval (McAfee Management of Native Encryption and MECM), DISA Public Key Infrastructure (PKI) encryption and signing certificate configuration and recovery.

Provides status of troubleshooting of all assigned incidents throughout their life-cycle

Utilize HP Service Manager ITIL ticketing system to handle 30+ tickets per day by either resolving the discrepancy or escalating to the appropriate tiers.

Daily use of remote troubleshooting tools including Microsoft Remote Assistance (MSRA) and Remote Desktop Connection as a domain administrator.

August 2022 – September 2022

INSIGHT GLOBAL

Secret Desktop Support

Hired as a contractor working for Insight global On the Leidos SMIT contract

Assume responsibilities as a SECRET Desktop Support for Little Creek VA

Receive a daily incident report from HPSM

Perform technical, operational, and other support to personal computers either by telephone, or on-site for PC desktop hardware and software

Configure operating system, re-image computers

Troubleshoot computer, and peripheral incidents

Perform hardware and software diagnostics, coordinate needed repairs, resolve computer system problems, including coordination between users and components of a local area network, and participates in the evaluation of system configuration and software

Simulates or recreates user problems to resolve operating difficulties and recommends systems modifications to reduce user problems

Supports NGEN IT services for the Navy / Leidos

Supports SIPR and NIPR as Needed

Works in the Little Creek Server Farm

January 2021 to April 2021,

SEDONA TECHNICAL

Sedona Tech – State Farm Contract

Field Technician/Installer

Installed Hewlett-Packard printers

Provisioned Cisco 8861 IP phones

Ensured functionality of all hardware and software

Managed supply and inventory

Returned used equipment

Maintained Company standards for customer service

Confirmed appointments and timely arrivals

January 2019 to August 2020,

NETWORKING TECHNOLOGIES + SUPPORT

Printer Support Technician

Install, maintain, and repair company products and systems, on-site, using diagnostic tools, service aids, and product schematics to troubleshoot and resolve equipment and system failures

Manage parts inventory and territory to comply with established operating standards and perform machine factory modifications and software/operating systems upgrades of equipment to ensure optimum performance

Troubleshoot network related issues pertaining to print and scan technologies.

Maintained company expectations, parts budgets, contests, suggestively selling networking and other solutions per company expectations

September 2008 to January 2019,

RICOH AMERICAS

Senior Technical Support Specialist

Install, maintain, and repair company products and systems, on-site; using diagnostic tools, service aids, and product schematics to troubleshoot and resolve equipment and system failures.

Install unmanaged switches, bridges and interacted with requests to troubleshoot routers and Internet connectivity.

Maintaining current technical knowledge, certifications, and expertise on all product enhancements, technology changes, and new product introductions.

Experience to include all embedded solutions such as Global Scan, DOSS (hard drive encryption), print and scan technologies such as scan-to-email, scan-to-folder, experience with Windows operating systems, oracle, remote connectivity using a Blackberry and a VPN, maintain and troubleshoot network issues dealing with MFD’s.

Maintained company expectations, parts budgets, contests, suggestively selling networking and other solutions per company expectations

Manage parts inventory and territory to comply with established operating standards and perform machine factory modifications and software/operating systems upgrades of equipment to ensure optimum performance

Perform adjustments to user’s Active Directory Profile to required standards.

Handle computers that have been quarantined due to improper use.

Repair Microsoft Outlook profiles and exchange server connection errors.

Responsible for troubleshooting hardware/peripherals in accordance with procedures.

June 2008 – August 2008, Systems Specialist BMC solutions

Dell Service Provider

Workstation Installation and Deployment

Imaging drives using Ghost

Data migration

Configuring and reinstalling printer drivers

June 2007, Orcutt Baptist School

Technical Support (volunteer for a local private school)

Their current budget did not include funding for any type of IT professional.

Responsibilities included:

Configuring a peer to peer network (computer lab)

Downloading security updates

Installing software

Configuring systems to take advantage of limited resources due to funding limitations

Recommending solutions

Troubleshooting hardware and software issues

Inventory assets and setting up a tech room.

May 2005 – January 2007,

ESI – ELECTRONIC SYSTEMS INC

Printer Service Technician

Diagnosed, estimated, repaired HP printers

Worked professionally at all times.

Trained on HP and received HP Accredited Platform Specialist rating.

Certified in 15+ printers.

Experience with Remedy Help Desk Ticketing System

Worked with JET direct cards.

Managerial Reference #1

Name: \_Rick Sikoryak - NMCI / NNPI helpdesk MGR \_\_

Company: 1901

Phone Number: 757-963-3181

Email: \_richard.sikoryak@1901group.com

Managerial Reference #2

Name: \_Patrice Smallwood - Desktop Support MGR for Leidos

Company: Leidos

Phone Number: 757-963-1075

Email: \_ Patrice.r.smallwood@leidos.com

Peer Reference#1

Name: Johnny Shubert

Company: SAIC

Phone Number: 239-297-9225

Email: johnny.shubert@saic.com

Peer Reference #2

Name: Randy Liggit

Company: Ricoh Americas

Phone Number: \_\_301-524-1579

Email: randal.liggit@ricoh.com