

JAMES T. DIXON

Odenton, MD 21113 | 571-230-0998 | ministerdixon@gmail.com

NETWORK ENGINEER-HELPDESK SUPPORT-INFORMATION ASSURANCE

Information Technology-Telecommunications professional with diverse skillsets specializing in IT Project Management, Enterprise IT Solutions and Operations. Experienced (10 + years) in IT Support Services, Network Infrastructure and Data Migration. **Security Clearance: ACTIVE Level-6 Public Trust**

AREAS OF EXPERTISE

DOS | Windows 95/98 | NT/2000 | Unix (Solaris) | Media (CAT5) Cabling | PC Installation | Telecommunications | MS Access | Windows (XP, 7, 8 & 10) | Microsoft Office (Word, Excel, Outlook, Access, PowerPoint) | Visio | Project | Teams | SharePoint | Dropbox | Skype | Database Management | Risk Assessment | Security Audits

EDUCATION

University of Maryland University College / Adelphi, MD

Candidate for Master of Science (M.S.)-Information Systems Management / Information Assurance, 2022-Present

Strayer University / Suitland, MD

Bachelor of Science (B.S.)-Computer Networking, 2003

Honors: Dean's List, President's List, Cum Laude / Member of Alpha Sigma Lambda Honor Society

Prince George's Community College / Largo, MD

Associates of Applied Science (A.A.S.)-Computer Information Systems / Networking, 2001

Honors: Dean's List, Member of Phi Theta Kappa Honor Society

IT TRAINING CLASSES

Prince George's Community College Continuing Education

- Windows 10 CompTIA IT Fundamentals+ CompTIA A+ CompTIA Network+
- CompTIA Cloud+

PROFESSIONAL CERTIFICATIONS

- Dell Certified

CORE COMPETENCIES

Network Systems: 24x7 NOC, advanced knowledge of Network Security, Log Analysis, and Intrusion Detection Technologies.

Subject Matter Expert (SME): Help Desk, Desktop User Support, TCP/IP, Firewalls, Routers, and Network Protocols.

Vector Planning & Services and Electronic Data Systems: Procedural, Technical and Architectural. Reporting on Vulnerability and Compliance scans. Strong understanding of SDLC Process. Support C & A (Certification & - Accreditation)-obtain IATO (Interim Authority to Operate) and ATO (Authority to Operate) for Program Systems.

TECHNICAL SUPPORT

Sanamatrix/ Washington, DC

Tier 2 Desktop Support Technician, November 2022-May 2023

- Oversaw the delivery of IT support services to include: Planning, installing, configuring, testing, implementing and managing the IT systems DELL-environment in support of the US Department of Education IT Enterprise, network and business needs working in an ITILv4 framework to deliver enterprise services.
- Provide Tier 2 Help Desk support for over 3,000 End Users both in office and remote.
- Performed basic installation and maintenance of technical products
- Coordinated office moves with facilities and End User office desktop setups & cable management.
- Onboards and Offboards
- Image Enterprise laptops using USB Boot Sticks as well as PXE boot.
- Performed Asset Management using Service Now and Excel spreadsheets to track and reconcile government equipment (GFE) and decommission outdated equipment. Used Dell Support to verify laptop warranty and updated drivers.

- Used Active Directory to manage user and computer accounts, unlock user accounts, enable/disable accounts, change user network password. and to put the laptop into the correct group so that BigFix can push various software applications to the User's laptop.
- Remoted using Bomgar troubleshoot as well as transfer software executables to run on the User's laptop.
- Installed and troubleshooted the following video conferencing platforms: Cisco Webex, MS Teams and Zoom
- Installed IDEMIA Smartcard Reader driver & Palo Alto Global Protect VPN and verified, managed, and troubleshoot PIV card issues.
- Effective time management skills and the ability to work under pressure to meet schedules and deadlines, to multi-task, to plan, organize and prioritize work assignments and pay close attention to detail in a high visibility environment.

ALTA IT Services / Washington, DC

Desktop Support Analyst, September 2022-October 2023

- Oversaw the delivery of IT support services to include: Planning, installing, configuring, testing, implementing and managing the IT systems HP-environment in support of the AmeriCorps IT Enterprise, network and business needs.
- Provided Tier 2 Help Desk support for over 3,000 End Users both in office and remote.
- Coordinated office moves with facilities and performed and User office desktop setups & cable management.
- Managed Employee Onboards: CNCS Proprietary SharePoint application to check Onboard status of both government & contractors, prepped laptop & peripherals, updated ServiceNow as needed, created UPS shipping labels.
- Imaged Enterprise laptops using USB Boot Sticks.
- Performed Asset Management using Service Now and Excel spreadsheets to track and reconcile government equipment (GFE) and decommission outdated equipment. Used HP Support to verify laptop warranty and updated drivers.
- Used Symantec VIP Access token and MS Authenticator for 2FA to access Cisco Switch and other Enterprise servers.
- Used Active Directory to manage user and computer accounts, unlock user accounts, enable/disable accounts, change user network password.
- Installed HP AlcorMicroSmartCard Reader driver & CiscoAnyConnect VPN and verified, managed and troubleshoot PIV card issues.
- Used Remote services Ivanti Mgmt Console -Remote to user's laptop for troubleshooting and to push software.
- Used the following update scans: Windows Updates, Windows Security, Windows Virus & Threat Protection, Microsoft Store Library, Inventory Scan, Security Scan and Group Policy (gpupdate /force) updates.
- Configured and Managed Apple iPhone: Apple Business Manager (Apple ID & Password), IBM MaaS 360
- Used Cisco Unified to configure and manage Cisco VoIP office phones. In addition, configured Cisco Switch to troubleshoot and reset secured VLAN port.
- Remediate network and software vulnerabilities.
- Installed and troubleshooted the following video conferencing platforms: Cisco Webex, MS Teams and Zoom
- Effective time management skills and the ability to work under pressure to meet schedules and deadlines, to multi-task, to plan, organize and prioritize work assignments and pay close attention to detail in a high visibility environment.

NTT Data / Baltimore, MD

Sr. Desktop Support Technician, March 2020-September 2022

- Plan, install, configure, test, implement and manage the IT systems environment in support of Medstar Hospital IT architecture, network and business needs.
- Analyze customer needs using critical thinking skills and expertise in Enterprise IT to resolve customer issues and coordinate with Engineers for escalation support.
- Provide Tier 2 Help Desk support for over 3,000 End Users of the medical community to include a major Windows 10 migration project using SCCM.
- Provide technical support installing and configuring IT hardware (such as PCs, Laptops, Printers, Scanners and Mobile devices) and software programs (such as Microsoft Office 365, Adobe Acrobat and other proprietary developed systems that support the medical and non-medical staff).
- Perform routine to moderately complex troubleshooting of hardware and software systems and assists with inventory control.
- Responsible for implementation and support of desktop and mobile devices, applications, peripherals, network devices
- Responsible for a broad scope of operational support and Install, Move, Add, and Change (IMAC) requests supporting the IT infrastructure in office and hospital environments.
- Coordinated with third-party support vendors on applications and hardware devices that required servicing.
- Implement and manage various special projects and assignments to support Enterprise network.
- Perform the following daily tasks: Configure, install, customize, maintain, test and troubleshoot hardware systems; PC maintenance, troubleshooting and configuration of IT equipment; serve as the escalation point for Tier 1 Technical Support Engineers, Ensure SLA alerts are met at 100% within expected timeframe as established by leadership, manage

daily workflow to that ensure special projects and tickets are being resolved in a timely manner and provide exceptional customer service to Medstar medical and office staff.

ADT Security Services / Springfield, VA

Security Installation Technician, May 2018-March 2020

- Handled installations and dismantled equipment required by customer or ADT order. Test operation for system components-relay information to Signal-Receiving Center for Service connection.
- Reviewed work assignment information-project materials, layout for customer premises and routes for cable, conduit and wiring. Reports defective material or equipment and clean-up debris from installation, patches drill holes, returns unused materials.

Cox Communications / Springfield, VA

Field Support Engineer, May 2017-May 2018

- Installed Cox Contour cable video systems, Wi-Fi and modems and networking systems and phone systems. Tested and troubleshoot RF wiring at the pole, pedestal, telco-closet or inside home using meters and tools. Performed diagnostic tests on integrated circuit equipment for troubleshooting.
- Evaluated Customer needs and equipment as well as promoted products/services. Assisted Customers with service, planning, billing and Company policies. Activated new installations on-site and presented brief tutorials on new equipment.

TEKsystems / Washington, DC

End User Support Specialist (Contract), January 2017-May 2017

- Supported Team members-handling Tier I service calls from end users (Automated Call Distribution system). Planned & delivered Customer support services (installation, troubleshooting, user assistance, & training). Operated automated Remedy ticketing system-consulted with users (identified needs and requirements).

ASM Research / Fairfax, VA

Information Security Officer, July 2015-January 2017

- Served as liaison between Department of Veteran Affairs (VA) and ASM regarding user security access (remediate security vulnerabilities) within VA network. Identified and flagged incidents for security investigations. Prepared documentation to support evaluations and maintained project documentation in JIRA.
- Processed ASM employees for various levels of security access such as AD (Active Directory) accounts, Remote Access (RA), Citrix Access Gateway (CAG), Cisco AnyConnect Secure VPN, Elevated Privileges accounts (NMEA) and Personal Identity Verification (PIV) card. Coordinated with ASM IT personnel to assign Contractor Furnished Equipment (CFE) with VA Image to ASM employees.
- Responsible for the management of IT Government Furnished Equipment (e.g., cell phones, tablets, computers, laptops, printers, RSA Tokens, furniture, equipment including IT hardware and software, local area network (LAN) drops, and phone lines) which consists of coordinating service support with Corporate Staff Offices, Department IT Help Desk and contractors.
- Tracked On-Boarding and Off-Boarding of ASM employees in Excel Spreadsheet while providing SharePoint Administration by entering and updating fluid data as employees pass through the security process.
- Determined and defined clear deliverables, roles and responsibilities for team members for specific projects or initiatives as well as scheduling team meetings and providing updates, actions items and metrics.

The Columbia Group / Stafford, VA

Systems Analyst, September 2014-July 2015

- Administrative Support- with data mining, archiving and recording of key supporting documents (acquisition of military equipment). Worked with SharePoint Administration- maintained shared files as a data repository (created folders and access permissions). Maintained document control, database management, project activities and team communications.
- Collaborated with project team to assist with tracking all work, tasks and project assignments as well as briefed project status and metrics to project shareholders, leadership and team members.

KForce / Washington, DC

Lead Desktop Support Engineer, January 2011-September 2014

- Supervised Tier III/Tier IV Helpdesk Support Staff- professional technical and document support within Environmental Protection Agency (EPA). Utilized Lotus Notes e-mail software, Microsoft Windows XP, Windows 7, and Microsoft Office Suite. Resolved network & user issues using Remedy IT Support requests (IT Help Desk ticket system).
- Trained Helpdesk Support staff -procedures, policies, documentation practices and technical troubleshooting of network, server, desktop and printer related issues. Performed routine desktop maintenance-MACs (Move/Add/Change), laptop and desktop computers, software upgrades (COTS/GOTS), applications and peripherals, Break-Fix and Imaging computers.
- Executed server upgrades, patch installations, troubleshooting, virus scans, and testing- high availability of systems operations. Used Active Directory- management of objects (users), accounts, groups, workstations, printers, servers in OU hierarchy. Created new computer accounts for Directory Services, along with disabling user accounts, password resets and setting file/folder permission access.
- Managed high-volume ticket queues while communicating the status of service desk tickets to other service desk techs, management and business user.
- Coordinated with third-party support vendors on application and hardware devices that needed troubleshooting.
- Maintained and managed an inventory of equipment as well as installing, upgrading, and replacing equipment.

HiTech Services, Inc. / Washington, DC

Information Systems Security Officer, July 2009-January 2011

- Worked closely with Sr. Management- delivery of IT support services (Windows 7 environment) including Network Engineering and Operations, Help Desk, Desktop, and Information Assurance with Department of Commerce (DoC). Oversaw IT Enterprise Network consisting of 250 users and over 300 machines and servers. Completed work orders and move/add/change requests including patches, upgrades, software deployments (COTS/GOTS).
- Conducted regular audits to ensure that systems are being operated securely and systems security policies and procedures are being implemented as defined in security plans.
- Participated in various internal reviews and examinations to ensure that the artifacts presented for accreditation were compliant with regulatory NIST guidelines.
- Monitored, evaluated and maintained network systems and procedures in order to safeguard information systems, network devices and databases from network breaches ensuring compliance with government and company security policies and procedures.
- Used SMS for enterprise solutions-deploying various software applications including antivirus definitions, client workstations and servers. Operated WSUS-patches for Microsoft Windows XP, Windows Server 2000 and Windows Server 2003 Operating Systems. Developed Certification and Accreditation (C&A) packages for government agencies, wrote POAMS, audited artifacts and performed vulnerability tests using IA controls to become FISMA compliant in an effort to obtain IA approvals and Authority to Operate (ATO).
- Analyzed new and complex project-related problems and creates innovative solutions to the customer's requirements.
- Determined and defined clear deliverables, roles and responsibilities for team members for specific projects or initiatives as well as scheduling team meetings and providing updates, actions items and metrics.
- Researched and evaluated hardware and software technology options and weigh the cost/benefit analysis when making large purchases on behalf of the company.

Latitude, Inc. / Alexandria, VA

Information Systems Engineer, January 2008-July 2009

- Oversaw delivery of IT support services (Windows XP environment) including Network Engineering and Operations, Help Desk, Desktop, and Information Assurance with Department of Security Services (DSS). Handled IT Enterprise Network consisting of 1000 users and over 2000 machines and servers. Completed work orders and move/add/change requests including installations, patches, upgrades, software deployments (COTS/GOTS).
- Provided SharePoint Administration maintaining & managing shared files as a data repository creating folders and setting folder access permissions
- Used SMS to distribute and manage enterprise solutions designed for deploying various software applications including antivirus definitions to client workstations and servers.
- Used specified systems and diagnostic tools to troubleshoot desktop, laptop, and peripheral hardware, software, applications, operating systems and related network problems for individual users and resolves basic to moderately complex issues or escalates as needed.

- Demonstrated professional and superior customer service and interpersonal skills while identifying, prioritizing, resolving or escalating issues within SLA guidelines.

Vector Planning & Services, Inc. / Crystal City, VA

Network Field Engineer, July 2006-December 2007

- IT Project Manager overseeing operational aspects of ongoing projects with NMCI (Navy Marine Corps Intranet). Served as technical liaison between project team, line management, and customer (Legacy systems solutions). Assisted with network build-out, data migration, testing and implementation of WAN and LAN DMZ technologies.
- Performed anti-virus definition updates for Unclassified and Classified NMCI network. Completed initial investigations on any suspicious activity and reported events to NMCI Command Center (NMCICC). Monitored security events, HPSM and Remedy queues both classified and unclassified. Responsible for GPO (Group Policy Object) administration, troubleshooting and management of IT resources.
- Provided SharePoint Administration maintaining & managing shared files as a data repository creating folders and setting folder access permissions.
- Used Active Directory to create, delete and management of objects (users), accounts, groups, workstations, printers, servers in their OU hierarchy as well as created new computer accounts and join them to Directory Services, along with disabling user accounts, password resets and setting file/folder permission access.
- Analyzed new and complex project-related problems and creates innovative solutions to the customer's requirements.
- Determined and defined clear deliverables, roles and responsibilities for team members for specific projects or initiatives as well as scheduling team meetings and providing updates, actions items and metrics.
- Researched and evaluated hardware and software technology options and weigh the cost/benefit analysis when making large purchases on behalf of the company.

Unisys Corporation / Reston, VA

Systems Analyst, July 2005-July 2006

- Application Product Lead- providing Functional Support and managing eGov software applications for Tier 1 personnel (Transportation Security Agency-TSA). Implemented product documentation initiatives and reviews for product documentation. Conducted application testing, software patch tests, software releases & server data migrations. Tracked issues/tickets through Peregrine and Clear Quest ticketing system.

Lockheed Martin / Washington, DC

Senior Information Systems Analyst, July 2003-July 2005

- Managed several Lockheed Martin offsite for IT/Desktop support in a Windows 2000 and XP environment along with MS Active Directory, Windows 2003, DNS, WINS and DHCP. Functioned as a Network Admin working in LAN/WAN environment (local and remote servers, network infrastructure and PCs). Coordinated Tier II/III level support to end users-resolved IT Support requests (IT Help Desk ticket system).
- Utilized NetIQ (DRA)-management tool for NT ID accounts, user profiles (logon scripts, home/network drive assignments) and global groups. Operated Veritas Tape Backup for the MS Server. Participated in testing and controlling PC/LAN systems. Configured Cisco 7940 IP Phones, VPN, RAS connections and video conferencing.

Electronic Data Systems / Herndon, VA

Site Deployment Lead, May 2001-July 2003

- Site Leader for NMCI (Naval Marine Corps Intranet) Project- built unified network infrastructure for several Naval/Marine military sites nationwide. Technical expertise to subcontractors-managed Team of 50-staffers for completion of NMCI Desktop Rollout Deployment Project.
- Supervised installation of network infrastructure, cutovers, image-builds, data migration, DHCP and RAS server for WAN topology. Coordinated circuit installation with local CLEC-telecommunication cable to Office's premise and to (connect smartjack / run fiber backbone). Worked with Engineers-sandbox environment testing prior to live deployment of network. Responsible for deploying NMCI user seats based on specific CLINs per HQMC orders.
- Assisted with network build-out, data migration, testing and implementation of WAN and LAN technologies, hardware and software solutions, server/system solutions for both physical and logical communications across various circuits.
- Analyzed, troubleshoot and resolved IT Support requests using Remedy IT Help Desk ticket system.

- Created printer objects and access control lists; initiated & maintained a full disaster & backup recovery plan and processed requests for access control authorization as well as assisted with developing, writing and testing the business contingency plan.
- Analyzed new and complex project-related problems and creates innovative solutions to the customer's requirements.
- Determined and defined clear deliverables, roles and responsibilities for team members for specific projects or initiatives as well as scheduling team meetings and providing updates, actions items and metrics.
- Researched and evaluated hardware and software technology options and weigh the cost/benefit analysis when making large purchases on behalf of the company.