Robyn Winston

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SUMMARY

Hard working Help Desk Systems Administrator with 13 years experience 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.

EXPERIENCE

Precise Software Solutions, Rockville, MD — *Help Desk Systems Administrator - Contractor for the Department of Commerce*

MAY 2022 - PRESENT

- Uses the ServiceNow applications for Helpdesk issues
- Provide system and network administration support for Windows and Citrix systems
- Provide customer and network administration services such as passwords, electronic mail accounts, security and troubleshooting using established debugging procedures to over 500 customers.
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, application software, and all configurations.
- Administer users accounts in Active Directory
- Configure and maintain computing infrastructure
- Document all issues and generate reports detailing common problems and error trends.
- ALL NOAAs: monitor for submissions- Format according to requests.

GAMA 1 Technologies, Greenbelt, MD — *Help Desk Systems Administrator - Contractor for the Department of Commerce*

APRIL 2018 - FEBRUARY 2022

- Uses the ServiceNow applications for Helpdesk issues
- Provide system and network administration support for Windows and Citrix systems
- Provide customer and network administration services such as passwords, electronic mail accounts, security and troubleshooting using established debugging procedures to over 500 customers.
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, application software, and all configurations.
- Administer users accounts in Active Directory
- Configure and maintain computing infrastructure
- Document all issues and generate reports detailing common

SKILLS

Customer Service

Organization

Excellent written and verbal Communication

Typing: 50 WPM

Highly motivated and self-sufficient

TECHNICAL PROPHECIES

Process Flows/Call-Tracking: ServiceNow and Kayako
Software: MS Office (Word, Excel, PowerPoint)
Hardware: Personal Computers and Laptops
Platforms: Windows and Citrix Active Directory services

CERTIFICATIONS

ITIL Foundation 3

ITIL Foundation 4

problems and error trends.
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ActioNet, Inc., Silver Spring, MD — *Help Desk Systems Administrator – Contractor for the Department of Commerce*

FEBRUARY 2012 - APRIL 2018

- Provide system and network administration support for Windows and Citrix systems
- Provide customer and network administration services such as passwords, electronic mail accounts, security and troubleshooting using established debugging procedures to over 500 customers.
- Maintain and administer computer networks and related computing environments including computer hardware, systems software, application software, and all configurations.
- Administer users accounts in Active Directory
- Configure and maintain computing infrastructure
- Monitor network performance to determine whether adjustments needed to be made and determined where changes will need to be made in the future.
- Document all issues and generate reports detailing common problems and error trends.
- ALL NOAAs: monitor for submissions- Format according to requests.

Ace Info Solutions, Virginia — *IT Administrative Assistant Contractor for Department of Commerce*

SEPTEMBER 2009 - JANUARY 2012

- Prepared, recorded, checked over and proofread Information Technology correspondence, invoices, presentations, brochures, publications, reports and relevant material
- Determined and launched IT office procedures
- Opened and distributed incoming regular and electronic mail and other material and coordinated the flow of information internally and with other departments and organizations
- Set up and uphold IT manual and automated information filing systems
- Ordered workplace supplies and maintain record
- Monitored and analyzed console instructions, queries, error messages, machine malfunctions, stops, schedules, programs and job control language information to determine proper operating procedures
- Assisted users in person, by telephone and through e-mail with Information Technology computer problems or questions
- ALL NOAAs: monitor for submissions- Format according to requests.

EDUCATION

Prince George's Community College, Largo, MD

AUGUST 1999 - JUNE 2003

Computer Information