

Wilson Blakely

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SUMMARY

Highly skilled in installing, repairing, maintenance and troubleshooting computer hardware and peripherals. Works well independently, or in a group setting providing all facets of computer support. Working knowledge of networking devices and printers. Knowledge and understanding of numerous software packages and operating systems. Proven ability to manage multiple troubleshooting tasks simultaneously while maintaining the quality of results. Excellent analytical and problem-solving skills.

EXPERIENCE

Office of Chief Staff of Technology (Octo), Washington DC 20003

Deskside Engineer (Tier II) (9/2021- Current).

- Provided technical support for DCPS Public Schools for Standardized testing.
- Worked With DCPS Administrative Staff to make sure their devices worked efficiently daily.
- Install and configure hardware and software for DCPS Teachers and Administrative staff.
- Used Azure Cloud to reset passwords for DCPS Students, Teachers, and Administrative Staff
- Performs the installation configuration and maintenance of computers, workstation, and other related equipment and devices.
- Organize and arrange files and data. Search for, categorize, and enter data from multiple departments and sources.
- Prepare reports on security incidents and changing responses.
- Provided deskside support to Staff and students within DCPS school environment.
- Troubleshooted, managed and maintained windows machines and mobile devices.
- Provided troubleshooting for various DCPS managed software's.
- Utilized ServiceNow to create, manage and resolve tickets.
- Conducted hardware break-fix support (i.e., laptops, desktops, and printers).
- Performed over 100 refresh, upgrade, and deployment projects in a school environment.
- Conducted on-site support for internal customers in a Windows and MAC environment.

March 2011- September 2021

I.T Support Specialist, Fairfax County Public Schools, 40 hours per week

- Provide exceptional leadership to approximately thirty students in grades K-6 (before, during and after hour school sessions) Assess students' individual learning necessities; including intellectually disabled and special needs children to ensure instruction and guidance levels are appropriate.
- Develop and implement the Administration's child development goals, objectives, policies, and priorities Research and collect information to analyze, develop and execute a customized and supportive strategy to improve leadership and academic development techniques for the enrichment of each student.

- Utilize Plans of Action (POAs) to document each student's scholastic and social progression.
- Communicate students' advancement milestones and improvement opportunities with parents and guardians.
- Coordinate and supervise the installation, maintenance, and support of existing and new servers, systems, and networks.
- To configure, install, and maintain the network hardware and software.
- Setting up workstations with computers and necessary peripheral devices.
- Checking computer hardware (HDD, mice, keyboards etc.) to ensure functionality.
- Installing and configuring appropriate software and functions according to specifications.
- Assist faculty and staff with professional technology-based computer hardware and software inquiries.
- Provide preventive and corrective maintenance to equipment.

August 2013 – December 2013

Concussion Technician,

National Football League, 20 hours per week_____

- Evaluated key, injury-prone areas of the football field and placed concussion sensors, accordingly, ensuring physical impacts and subsequent injuries were accurately captured
- Analyzed game footage and sensor data; logged each injury, specifically focusing on concussion occurrences and identifying injury trends.
- Documented data and observations in various reports; submitted data directly to NFL team medical staff members and officiating staff.
- Managed team records, documented treatment appropriately and timely
- Communicated professionally with medical professionals and co-workers.

June 2004 - August 2012

Athletic Coordinator, Rich Sandler Athletic Summer Camp, (Summer Hire for 9-years)

- Organized and supervised 40 students in various athletic programs in numerous sports, including: basketball, football, baseball, and soccer.
- Assessed improvement and development of motor skills; documented students' daily physical progress.
- Maintained first-aid reports and notified Camp Director, parents and guardians of all injuries.

July 2010 – July 2010

Radio Host Intern, (Internship Program) WPFW Radio Station, (Summer Hire - 40 hours per week)

- Compiled relevant current events and breaking news topics for broadcasts; assessed and distributed findings to show producers.
- Explored program specialties and audience requests, ensuring relevant matters were addressed on-air.
- Conducted guest interviews to promote dialogue between the community and numerous public figures (e.g. political activists, authors, musicians, professional athletes, etc.)
- Contributed to the increase of audience memberships through various solicitations.

May 2006- August 2007

Financial Assistant, (Summer Hire Internship Program) United States Selective Service, Office of the Comptroller, Arlington, VA, ___

- Developed and sustained an automated file management system for budget records, subsequently archiving and purging outdated information.
- Collaborated with the Chief Financial Officer to contribute to the monthly and annual budget reports for the Budget and Analysis Division
- Managed an extensive financial database comprised of the agency's budget formulas and calculations data.
- Coordinated meetings, appointments, and interviews for the Comptroller of the Agency
- Managed internal and external correspondence components, including creating and distributing memorandums and electronic communications to various staff and agency's external partners.
- Submitted to managerial staff a variety of comprehensive financial reports, statements, and data of both a factual and analytical nature to advise and make recommendation for financial planning and addressing possible problems to the attention of appropriate staff.
- Directly supported the Continuity of Operations (COOP) by ensuring accurate contact information remained easily accessible to management and other staff members.
- Worked with the management staff to develop the division's strategy plan; including mission statement, goals, and success measures for FY 2008

EDUCATION

- High School: Fork Union Military Academy - 2005
- Norfolk State University, Norfolk, VA, 2010, Bachelor of Science Degree in Communications

RELEVANT TRAINING

- Communication Skills: Logical and Critical Thinking
- Advanced Computer Concepts
- Law and Mass Communications
- F.B.I Background Check
- Financial Management and Budget on the Job Training
- Proficient in: Microsoft Word, Excel, PowerPoint, and Outlook
- CompTIA Security Plus Certification
- Cisco Certified CCNA 200-301
- CompTIA Advanced Security Practitioner Certification (CASP+)

KNOWLEDABLE AREAS

- Office 365
- Virus/spyware removal
- Desktop/Laptop repair
- Multiple application support
- Operating system installation
- TCP/IP

- Testing Applications
- Documents preparation
- Application testing
- SharePoint 2010/2013
- Windows Server
- 2008/2012
- Ports and Protocols
- System restoration
- Windows XP/7 Migration
- System Backups
- Ticketing systems
- Windows OS troubleshooting
- Active Directory
- Switches/routers
- Hardware Installation