**Shawn Nelson**

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**Professional Summary**

IT Professional with over 9 years of experience. I am seeking to maintain a full-time position that offers professional challenges utilizing interpersonal skills, excellent time management and problem-solving skills.

**Skills**

|  |  |
| --- | --- |
| * Customer Service * Communication * Microsoft Office * Network Administration * Active Directory Experience * System Administration * Cisco Systems Products | * Proficient in IBM Remedy * Critical thinking * Troubleshooting and Diagnostics * Software Installation * Technical Writing * Technical Support |

**Work History**

Information Systems Engineer I, 02/2020 to 07/2021

NCI Information Systems, Inc – Arlington, VA

* Communicated status updates to affected parties when issues arose.
* Checked in with employees about existing systems and preferences to optimize updates and achieve success.
* Provided day-to-day support to system users, educating employees on troubleshooting and problem-solving protocols.

Windows Deployment Technician, 05/2019 to 01/2020

JCS Solutions LLC – Arlington, VA

* Received assets and moved equipment within or between facilities.
* Operated and maintained computers and related peripherals.
* Deployed and tracked assets for customer use.
* Used coordination and planning skills to achieve results according to schedule.

Senior Desktop Support Technician, 03/2019 to 05/2019

JCS Solutions LLC – Arlington, VA

* Identified negative hardware performance trends and common issues afflicting systems, reporting findings for remediation.
* Configured hardware, devices and software to set up work stations for employees.
* Helped streamline repair processes and update procedures for support action consistency.
* Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
* Mentored new hires, resulting in stronger staff development and increased productivity.

Senior Desktop Support Technician, 11/2018 to 03/2019

Insight Global – Arlington, VA

* Identified negative hardware performance trends and common issues afflicting systems, reporting findings for remediation.
* Authored detailed documentation on service call resolutions, providing valuable data on both personnel performance and effective remediation techniques.
* Configured hardware, devices and software to set up work stations for employees.
* Mentored new hires, resulting in stronger staff development and increased productivity.

Senior Helpdesk Technician, 02/2018 to 11/2018

DSA – Aberdeen Proving Ground, MD

* Patched software and installed new versions to eliminate security problems and protect data.
* Broke down and evaluated user problems, using test scripts, personal expertise and probing questions.
* Configured hardware, devices and software to set up work stations for employees.
* Helped streamline repair processes and update procedures for support action consistency.
* Managed customers' expectations of support and technology functionality in order to provide positive user experience.

Desktop Support Technician, 10/2017 to 02/2018

AT&T – Arlington, VA

* Identified negative hardware performance trends and common issues afflicting systems, reporting findings for remediation.
* Patched software and installed new versions to eliminate security problems and protect data.
* Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
* Configured hardware, devices and software to set up work stations for employees.

Desktop Support Technician, 01/2017 to 09/2017

Insight Global – Arlington, VA

* Identified negative hardware performance trends and common issues afflicting systems, reporting findings for remediation.
* Patched software and installed new versions to eliminate security problems and protect data.
* Followed up with clients to verify optimal customer satisfaction following support engagement and problem resolution.
* Configured hardware, devices and software to set up work stations for employees.

Network Operations Technician, 02/2016 to 01/2017

Shawn Nelson – Tampa, FL

* Troubleshot hardware and software to determine and rectify network problems.
* Added Deployed networks to the local infrastructure to allow service connection.
* connected deployed satellites into the network
* Troubleshoot Satellite connections

Data Operator and Maintainer, 05/2014 to 02/2016

US Army – Tampa, FL

* Configured and tested deployable network stacks to ensure mission readiness
* uploaded options files to deployable satellites based on geographic location
* Configured CISCO Call Manager to allow members to make phone calls from deployed locations

Information Systems Specialist, 03/2012 to 03/2014

United States Army – Camp Zama, Japan

* Planned and executed life cycle replacements for over 500 systems across 2 bases.
* Patched over 500 computers with latest IAVA updates on a monthly basis to ensure network compliance
* Scheduled training courses for Army Logistical systems.

**Education**

Licenses & Certifications Security+ - CompTIA Issued Jun 2014 - Expires Jun 2023 COMP001020727042