John Dupuy

waldorf, MD 20602

Cell: 407-902-5937 Email: johnDonut22@yahoo.com

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Overview:

Five years of experience providing information technology support to Intelligence Community customers, such as the Office of Naval Intelligence (ONI), the National Maritime Intelligence Center (NMIC), and the Army Network Enterprise Technology Command (NETCOM).

Clearance:

Active TS/SCI with CI Polygraph

Certifications:

CompTIA Security+, COMP001021321218, Exp. May 2024

Career Summary:

IntelliBridge (Trowbridge & Trowbridge, LLC.) – Defense Information Systems Agency – Compartment Enterprise Services Office

Senior Desktop Support Technician April 2021 to Present

* Ensured all customer and program leadership issues, incidents, and problems were documented and updated using the Jira Service Desk System and that they reached resolution within customer contractural timelines.
* Provided technical support by installing, updating, re-imaging, troubleshooting, and replacing equipment for customers within the NCR. This includes all printers, MFP’s, scanners, monitors, workstations, thin clients, and CISCO ISR’s.
* Managed and maintained inventory of in-scope Hardware, including asset tagging and recording in coordination with the program management office.

Army Network Enterprise Technology Command – US Army Cyber Command – Arcyber G-6

Service Desk Technician (Contract End Date 31MAR2021) February 2021 to March 2021

Worked with Army Cyber command to screen, refer, and diagnose internal/external inquiries and work requests using BMC Remedy.

Provided technical support and troubleshooting for software applications on desktop and laptop computers that communicate to application servers and third-party support agencies.

Maintained a high-level of customer service, courtesy, timeliness, and expertise with users and senior agency staff.

Office of Naval Intelligence – Hopper Information Services Center

Printers Administrator January 2020 to January 2021

Responsible for the moves, additions, and changes of printers, scanners, and associated peripheral devices in support of the Naval intelligence and affiliated commands within the National Capital Region.

Applied Standard Technical Implementation Guides (STIGs) for one newly installed printer, ensuring compliance with DOD security standards.

Led four sailors in the administration of 305 workstations, 232 printers, 55 scanners, and the resolution of 50 Voice over Internet Protocol (VOIP) trouble tickets.

Minimized downtime for 131 users and reduced Remedy queues by 46% throughout the National Maritime Intelligence Center (NMIC) and the National Capital Region.

Office of Naval Intelligence – Hopper Information Services Center

Desktop Support Specialist August 2017 to January 2020

Responsible for the upgrade, replacement, maintenance, and break-fix of all PCS and any/all associated input/output devices across the National Maritime Intelligence Center.

Completed 230 trouble tickets including 19 High or Critical priority tickets across five Remedy queues and eight tenant commands within the Office of Naval Intelligence (ONI), while reducing average customer downtime by 50%.

Completed 152 Joint Worldwide Intelligence Communications System workstation upgrades to the Windows 10 Operating System across the National Capital region.

Assisted in the collection, reconciliation, and disposal of 2,224 NCS workstations and peripheral devices. .

Technical Skills:

* **Software Programs:** Print Management, System Center Configuration Manager (SCCM), BMC Remedy IT Service Management, Active Directory Users and Computers.
* **Physical Equipment:** Desktops (NCS New + Legacy/Dell), KVMs (Belkin, Avocent, Cybex), Printers (Xerox 4510, 8580, C400, C500, C600/Lexmark MS811 + 810/HP DesignJet + Plotter), Scanners (Documate, HP), Monitors (Dell, LG, HP, NEC), and Peripherals.
* **Operating Systems:** Windows XP 7 + 10, Windows Server 2012 R2, Windows 2008 R2
* **Networks:** Fiber, Switch Configuration, Dynamic Host Control Protocol (DHCP), Static IP
* **Administration:**Print Server/Configuration Management Console, Active Directory Users and Computers