

Candidate 5

This candidate is represented by Federal Concierge LLC. To view and interview this candidate, a finders fee contract must be ratified. Please contact Janelle B. Hill at 813-532-1972 or email Jbb@federalconcierge.com

CLEARANCES:

Full DHS CBP Clearance

OBJECTIVE:

To find an opportunity to advance in the IT field.

CERTIFICATIONS:

ITIL v3 Foundation

DHS/CBP Certifications:

Windows Server 2000 Admin I, Windows Server 2000 Admin II, Linux Admin I, Linux Admin II, Wireless Networks for Businesses.

LANGUAGE SKILLS:

Chinese – 3 years, Spanish – 2 years, Swahili – 1 year.

PROFESSIONAL EXPERIENCE:

Communication Technician I/Support/Technical Writer

March 2009 - Present

Apogen/Qinetiq-NA – Customs Boarder and Protection Contractor – Herndon, Virginia

Support all of the CBP proprietary software. Knowledge in Novell Netware and Active Directory Client Servers. Support DHS cleared software and experience in working across agencies. Handle issues of VPN networking and initial access to the Mainframe. Appointed additional responsibilities by working the Joint Activities and Accountability Center, acting as a liaison between the government supervisors and the LAN support team. Experience in technical writing.

Data Entry

February 2006– May 2009

Sparks – Reston, VA

Experience in office setting, answering calls, and fielding questions. Experience in government contractor environment, customer service, private companies, and non-profit organizations. Wrote programs in VBA and VBS for various clients.

Technical Support/Database Support

May 2005– Present

Don Corleone's – Sterling, VA

Provided on-call support for POS at this restaurant. Rebuilt database on server twice. Moved and installed POS system's hardware on various occasions.

Computer Technician

June 2006

Fleetgeek, LLC. – Sterling, VA

Worked in a large datacenter implementing hardware changes. Experience troubleshooting various hardware problems (faulty memory, storage, and peripheral drives).

Computer Technician

June 2002– August 2002

Mosaic Data Solutions – Sterling, VA

Performed tasks involving troubleshooting and repair of electronics products with emphasis on computers and components. Provided office support, including filing, printing, faxing, answering telephones, and receiving and distributing messages and mail. Performed daily computer maintenance such as software installs, computer installation and setup, network configuration, and operating system installation. Used Timbuktu and Terminal Service to gain remote access to servers.

PROGRAMMING LANGUAGE SKILLS:

Java – 2 years

VB, VBA, VBS – 1 year

C++, C# - 1 year

EDUCATION:

Bachelor's Degree – English: Linguistics, BA; Global Affairs: Asian Studies, BA; Minor in Chinese
George Mason University, Expected Graduation 2010

Associates Degree – General Education; Northern Virginia Community College, 2008

