Chris K

VA 22151

DSS Clearance

**• Active Secret Clearance**

Certifications

**Active CompTIA Security+ CE Certified**

**Active Cisco Certified Network Associate (CCNA) Certified – Routing and Switching**

**Education**

**Lake Braddock Secondary High School Diploma - 2000**

Northern Virginia Community College (Attended/ Not completed Degree)

Professional Summary

* **Years of Technical experience in Desktop and Technical Support/ IT Service Delivery in providing databases, mobile phone, software, devices, and application such as Email and Calendar Systems, VPN Remote connectivity, Win7 & Win10, Laptop, iPad, and peripheral hardware configurations, Service Now/Remedy Help Desk Support tool and processes in a collaborative work environment utilizing phone, chat, text, video, and email communication methods; Maintaining and updating hardware and software systems; Smart hands support, assist with Servers, LAN/WAN technologies, networks, virus protection, Wi-Fi technology; Experienced administrative support with a solid track record for efficiency and compliance. Developed implemented and evaluated policies and procedures.**
* Experienced customer–oriented professional with strong multi-tasking skills and ability to efficiently prioritize task. Proven management experience in effectively training competent customer service associates and continuing to provide outstanding service to customers.
* **Experience supporting Active Directory, Exchange, Office 2010, and Outlook Experience troubleshooting both hardware/software issues**
* Experience supporting Active Directory, Exchange, Office 2010, and Outlook Experience troubleshooting both hardware/software issues. Basic understanding of networking tools (ping, tracert, Wireshark, etc.)
* **Skilled in communicating clearly and effectively; building strong relationships across all organizational levels. Proven ability to provide outstanding customer support, troubleshooting technical issues in person and remotely by assessing user needs and implementing prompt solutions. Skilled in desk side support and PC break/fix including basic administration of Windows O/S.**
* Skilled in communicating clearly and effectively; building strong relationships across all organizational levels. Proven ability to provide outstanding customer support, troubleshooting technical issues in person and remotely by assessing user needs and implementing prompt solutions.
* **Customer-centric professional with years of experience as quality assurance customer service. Personable and articulate customer care professional with a history of providing outstanding support to customers. Able to maintain a positive attitude with experience in CSR and documentation, medical field, Facility, Professional audits of claims, health care benefits, and Managed Care.**
* Ability to troubleshoot issues with systems and networks using good deductive reasoning skills.
* Fast learner with ability to manage multiple priorities simultaneously and work in fast-paced, challenging environments. Adept at collaborating effectively with others; working in cohesion to accomplish organizational goals and objectives. Protect and maintain the Confidentiality, Integrity and Availability of the IT infrastructures.
* Solid knowledge and experience with mobile hardware and software problems within SLAs through effective use of experience, knowledge and technical resources; Microsoft Office, Active Directory user and group management, file share and printer management, system imaging
* Provide Tier I/II Support for custom business applications: diagnosis remediation, access password, setup, unlock, reset, application install/removal, performance tuning
* Document tickets providing detailed information that can be handed off to the agency Tier III team.
* Perform help desk support for a variety of office automation, telecommunications, and visual information hardware and software.
* **Experience in Configuring and implementing VLAN, VTP domains, LAN switching on CISCO Routers and Switches.**
* Basic understanding of networking tools (ping, Traceroute/Tracert, Ipconfig, Nslookup, Putty, Subnet/IP calculator, Speed test, IP Scanner), routing/switching, security/firewalls, WAN technologies/protocols

**Technical Skills**

* **Software/Applications:**  MS Office Suite (i.e. Word, Excel, PowerPoint, Access, Outlook, Visio), Adobe Professional, Microsoft Team, BMC Remedy Client, Office 365, Pulse Secure, Citrix XenApp, Workstation, HP Service Manager, HP Element, Service Now, Remedy; Basic Networking, TCP/IP, SCCM
* **Operating Systems:** Windows (XP, Vista, 7, 8, 10), Android, iOS, Windows Exchange Server 2003, 2008 R2
* **Hardware:** Desktops, Laptops, Network Printers, Multifunction Printers, Standalone Printers, Scanners, Blackberry, Smartphones, iPads, iMacs, Tablets
* **Networking:** Cisco Routers (2620, 2851, 3650, 3750, 7206), Catalyst Switches (2650, 2820, 3650, 3750), Fortinet Fortigate, TCP/IP, DHCP, DNS, Ethernet
* **IT Skills:** IT Network Support/ Hardware and Software installation & Configuration, Data Back-Up & Recovery, Problem Management Troubleshooting, Remote Desktop**, 45+WPM/10,000KPH (95% Accuracy)** Information Technology, Hardware, Help Desk Support, Vendor Management, End User Training, IT Infrastructure & Performance Tuning, System Upgrades & Optimization, Technical & User Documentation, Software Installation, Customer Service, Technical Support, Insurance Collections, Data Analysis, Risk Management, Problem-solving, Patience, Leadership, Point of Sale Systems

Professional Experience

**Network/IT Support Engineer/Technician (Contract)**

**July 2021 – Current**

***Molina Healthcare (Glen Allen, VA)***

* Troubleshooting system failures and identifying roadblocks in the network. Fixing problems in LAN infrastructure and testing and configuring software
* Proficient in managing, configuring, updating, and supporting the Aravo system as a dedicated IT support engineer.
* Demonstrated expertise in troubleshooting and resolving technical issues related to the Aravo system, ensuring seamless operation and minimal downtime.
* Maintaining and repairing hardware including peripheral devices. Evaluating network performance to improve the network. Scheduling upgrades and maintenance
* Install, configure, and maintain network hardware and software such as routers and switches. Protect networks from unauthorized users through physical and technical means
* Set up and maintain virtual private networks (VPN). Resolve network connectivity issues for other employees. Maintain and troubleshoot storage networks. Fully support, configure, maintain and upgrade corporate networks and servers. Install and integrate new server hardware and applications
* Proven track record of providing exceptional technical support to end-users, addressing their queries, and resolving system-related problems promptly.
* Possess in-depth knowledge of IT support best practices, ensuring a high level of customer satisfaction and smooth system functionality.
* Collaborated with cross-functional teams to integrate the Aravo system into existing IT infrastructure, enhancing overall efficiency and performance.
* Set up user accounts, permissions and passwords. Ensure network security and connectivity
* Support Incident Response Team with tooling and data Experience troubleshooting and resolving complex technical issues Troubleshoot end to end security issue affecting networks using command line tools Work closely with team members to effectively enhance,
* Maintain software and hardware and operating systems through regular maintenance. Maintain configuration and support documentation.
* Maintain multi-site network operations, software applications, operating systems through regular maintenance.
* Troubleshoot malfunctions of hardware, software applications and security systems to resolve operational issues and restore services.
* Provide technical data support to customers who have maintenance contracts or are paying T&M rates for maintenance form Data Networking.
* Diagnosis via telephone and dial in to the customer network. Should onsite attendance be necessary the engineer will attend site themselves or arrange and co-ordinate a field service person or sub-contractor to attend. Ownership of fault resolution is with the Data Engineer through to completion.
* Installs and configures network and stand-alone printers and scanners.
* Monitoring computer systems to improve network performance for computer systems and networks
* Manages user accounts, rights and permissions for systems including Active Directory and enterprise applications.
* Acted as the primary point of contact for Aravo system-related support inquiries, effectively communicating technical information to non-technical stakeholders.
* Conducted thorough testing and quality assurance on updates and configurations, ensuring system stability and compliance with business requirements.
* Demonstrated ability to prioritize and manage multiple support tickets, adhering to SLAs and delivering timely resolutions to critical issues.
* Maintained accurate documentation of support activities, including issue logs, resolutions, and knowledge base articles for future reference.
* Proactively monitored the Aravo system's performance and security, implementing preventive measures and conducting regular maintenance to optimize functionality.
* Collaborated with Aravo vendors and third-party service providers to escalate and resolve complex technical issues beyond the scope of internal support.
* Continuously improved technical skills and stayed up-to-date with the latest trends and developments in IT support and Aravo system functionalities.
* Telecommunication, VoIP management and troubleshooting, Contact Center application, and video conferencing
* Troubleshoot related issues in the areas of desk phones, call center applications, mobile devices, and data
* Cloud base email administration, support, and troubleshooting
* Support TCP/IP network, troubleshooting, and technical understanding of network, telecommunications, and mobile devices. Experience with Networking Principles, Internet Protocol Suite (TCP / IP), Local Area Networks (LAN)
* Overseeing the analysis and testing of new and upgraded software, including the development and maintenance testing plan for software. Works closely with the development team to coordinate testing, piloting, deployment of software, training for customers and support team(s).
* Automating the deployment of images and applications. Ensuring desktop images are updated on a regular basis, including documentation and communicating changes.
* Troubleshooting application errors or applications not operating accurately, including isolating problems, collaborating about options, and implementing a resolution. Works with vendor as necessary to resolve escalated issues.
* Provide the 2nd level of technical support for issues that come to us by phone calls, emails or automatic tickets. Support will include hardware, software, networks, workstations, servers, VoIP phone systems and IP surveillance systems.
* Supervise the administration of systems and network devices to ensure availability of services to authorized users. Assist installing computer networks, connections and cabling
* Support of handheld devices/Smartphones including Android and iPhone

**Communications Network Engineer (Contract)**

**August 2019 – July 2021**

***Marine Corps (Quantico, VA)***

* Configuring and supporting workstations and printers in a Windows networked environment.
* Support of handheld devices/Smartphones including Android and iPhone
* Overseeing the analysis and testing of new and upgraded software, including the development and maintenance testing plan for software. Works closely with the development team to coordinate testing, piloting, deployment of software, training for customers and support team(s).
* Automating the deployment of images and applications. Ensuring desktop images are updated on a regular basis, including documentation and communicating changes.
* Troubleshooting application errors or applications not operating accurately, including isolating problems, collaborating about options, and implementing a resolution. Works with vendor as necessary to resolve escalated issues.
* Maintaining clear and detailed documentation on all Windows images and associated technologies.
* Assisting with research and development efforts for desktop virtualization
* Assisting with emerging technology research and evaluation
* Participating in the development and maintenance of Active Directory group membership, computer hardware standards, and peripheral standards.
* Installation, support, and troubleshooting hardware and software, Windows 7/8/10, Point of Sale software, COTS application, and Office365
* Manages user accounts, rights and permissions for systems including Active Directory and enterprise applications.
* Telecommunication, VoIP management and troubleshooting, Contact Center application, and video conferencing
* Troubleshoot related issues in the areas of desk phones, call center applications, mobile devices, and data
* Cloud base email administration, support, and troubleshooting
* Troubleshoot user issues in the LMS platform and respond to common issues by providing instructions, editing records in the system, or pointing users to available support resources.
* Basic TCP/IP network, troubleshooting, and technical understanding of network, telecommunications, and mobile devices

Manages assigned Requests and Incidents utilizing the IT Service Desk ticketing software.

Assists and possibly leads small IT projects.

Responsible for properly documenting all requests and completing resolution within the defined

Service Level Agreements (SLA).

Responsible for Problem identification and resolution within the scope of the desktop support area.

Complies with all policies, procedures, and checklists for IT Service Desk processes.

Develops and maintains IT process and procedure documentation as directed by the manager.

Provided Help Desk hardware and software Level 2 support for users. Responsible for servicing tickets

Managed MS Windows 2003 Server, Active Directory, MS Exchange 2003

Conducted physical inventory of 1300 laptop and desktop computer systems

Installed supported and configured network multifunction printers. Network cabling and installation. Managed antivirus solutions.

Maintain security through proper configuration and system access monitoring. Experience with Networking Principles, Internet Protocol Suite (TCP / IP), Local Area Networks (LAN)

Desktop Support Engineer/Technician (Contract)

October 2017 – June 2018

**Navy Yard (Washington DC)**

* Provides technical assistance and support for incoming queries and issues related to computer system, software, hardware, peripheral, and others.
* Responds to queries from Remedy Ticketing System either in person or over the phone.
* Participated and set up a full migration of Windows 7 to Windows 10 and others.
* Maintains daily performance of computer systems, operation system, iOS, Android
* Installs, update, upload, modifies, repairs computer hardware, software, and configuration
* Uses Active Directory to set up and access user accounts or ACL.
* Resolves technique problems with local area network (LAN), wide area network (WAN), and other systems.
* Installs computer peripheral remotely for user.
* Experience in remote technical support via telephone in a service/call center environment
* First Second level laptop/ desktop/application installation, configuration, administration and trouble-shooting skills for Intel PC hardware, Microsoft Win 10 and Application software (including Office 365), Intune, SCCM client.
* Taking laptop and data backups. Ability to multitask handle tickets, chats calls.
* Knowledge of VPN, Peripheral devices, Wireless/PDA devices and Network equipment like Ethernet cables and switches.
* Basic understanding of Active Directory, DHCP, DNS and networking concepts.
* Escalate user support requests when needed and work with development teams to resolve the reported issues
* Demonstrate a thorough understanding of departmental policies and procedures
* Work with system and application owners to remediate reoccurring issues.
* Configuring and supporting workstations and printers in a Windows networked environment.
* Support of handheld devices/Smartphones including Android and iPhone
* Provided seat management and Tier 2 technical-support including: Advanced troubleshooting, Data Encryption / Decryption, Configuration, Installation, Repair and Administration of (End User Devices) and supporting software / Applications.
* Support the migration on OnPremise and local data to Microsoft OneDrive for Business
* Maintained strong working knowledge of the IT infrastructure and Enterprise class networks.
* Support the migration and cutover of Shared Data to a modern cloud file system.
* Analyzed and tracked assets.
* Fastidious documentation, research and testing of user devices and operation systems
* Administration of user accounts, and device associations in Active Directory / Remedy
* Analyze, solve and thoroughly document complicated network and application errors
* Implement and facilitate training program for new hires and veteran staff members
* Function as diplomatic liaison between and end users including EVIP staff
* Provide technical assistance and support for incoming queries and issues related to computer systems, software, and hardware
* Troubleshoot and resolve escalated technical issues and helpdesk tickets.
* Organize, prioritize, and assist with daily technical support in organizations with different support requirements.
* Troubleshoot and solve common network issues and hardware/software issues using component-level physical and logical diagnostic tools.
* Ability to identify and work independently on special projects and lead helpdesk projects as assigned.
* Train and support lower-level technicians and new team members. Serve as a leader on the helpdesk team.
* Update and maintain SOPs and other documentation for procedures and processes; update assigned trouble tickets and equipment databases.
* Work with other technical teams to resolve large scale issues.
* Test new hardware and software systems and packages prior to deployment.
* Assist with managing the helpdesk ticket queue on a daily basis; creating, routing, and remedying tickets.
* Configured and troubleshot network connectivity and wireless access for Local Area Network.

Help Desk Technician/Specialist (Contract)

July 2017 – October 2017

**National Science Foundation (Alexandria, VA)**

* Configuring and supporting workstations and printers in a Windows networked environment.
* Manages the support and operation of Office 365 services including: Exchange, SharePoint, OneDrive, Teams, Power Apps
* Support of handheld devices/Smartphones including Android and iPhone
* Overseeing the analysis and testing of new and upgraded software, including the development and maintenance testing plan for software. Works closely with the development team to coordinate testing, piloting, deployment of software, training for customers and support team(s).
* Automating the deployment of images and applications. Ensuring desktop images are updated on a regular basis, including documentation and communicating changes.
* Troubleshooting application errors or applications not operating accurately, including isolating problems, collaborating about options, and implementing a resolution. Works with vendor as necessary to resolve escalated issues.
* Maintaining clear and detailed documentation on all Windows images and associated technologies.
* Assisting with research and development efforts for desktop virtualization
* Assisting with emerging technology research and evaluation
* Participating in the development and maintenance of Active Directory group membership, computer hardware standards, and peripheral standards.

**Quality Assurance Specialist**

May 2016 – July 2017

*World Best (Richmond, VA)*

* Manage call center workforce operation to ensure the team is delivering high level customer service to our customers.
* Provide leadership, motivation and recognition and encouragement to positively impact overall team morale and performance.
* Performs in-depth analysis and makes recommendations into key performance metrics to identify strengths, weaknesses, opportunities and threats to team performance objectives.
* Responsible for monitoring the call queue, tracking inbound calls and forecasting to ensure adequate staffing levels are scheduled to handle elevated call periods to meet our service requirements.
* Tracked and recorded volume of sales for 37 employees in real time
* Analyzed trends and generated reports for company leadership with recommendations for improvement
* Monitor phone calls and data entry of 75 employees to promote compliance with company regulations
* Audit customer service representative communications for efficiency, professionalism, and success in meeting caller needs
* Communicated results and concerns to proper management through thorough reports
* Created and distributed weekly employee evaluations identifying demonstrated strengths and weaknesses
* Conducted customer follow-up calls to address poor scores and resolve concerns or complaints
* Generated quarterly excel reports for management review

Top Travel (Annandale, VA)

July 2014 – May 2016

***IT Service Desk Support***

* Provides technical assistance and support for incoming queries and issues related to computer system, software, hardware, peripheral, and others.
* Responds to queries from Remedy Ticketing System either in person or over the phone.
* Participated and set up a full migration of Windows 7 to Windows 10 and others.
* Maintains daily performance of computer systems, operation system, iOS, Android
* Installs, update, upload, modifies, repairs computer hardware, software, and configuration
* Uses Active Directory to set up and access user accounts or ACL.
* Resolves technique problems with local area network (LAN), wide area network (WAN), and other systems.
* Installs computer peripheral remotely for user.
* Active Directory General Administration - group policy, adding, removing, and updating user account / machine objects information, etc.
* Provide support and assistance as necessary with vendor support contacts to remediate technical problems with desktop computing hardware equipment and/or software
* Familiarity with general security administration – Antivirus, firewalls, file / machine encryption
* Effectively manage service requests, software installations, new computer setups, upgrades, etc. as required in a fast across multi-company landscape
* Computer setup, configuration and troubleshooting – installing and configuring new hardware and software
* Implementing and maintaining workstation security to include workstation encryption, workstation firewalls, and workstation patch management.
* Building and maintaining Windows 10 desktop images according to industry best practices.
* Familiarity with system cloning, virtual machines and virtual desktop infrastructure(s)
* Provide investigation, diagnosis, resolution, and recovery methodologies with hardware / software problem remediation
* Support following technologies: Microsoft Office products – Outlook, Word, Excel, Access, Internet Explorer, Windows 7, Windows 10, Mac OS, desktops, laptops, tablets, printers, networked copiers, etc
* Understand the basic of network Security, Firewall, IDS, Proxy Server for content filtering, IPS, Install antivirus and others
* Understanding of networking concepts such as DNS, DHCP, Email, HTTP, SSL, OSI Model, and TCP/IP protocols and applications.

IT Desktop Specialist

September 2013 – July 2014

***World Best (Richmond, VA)***

* Active Directory General Administration - group policy, adding, removing, and updating user account / machine objects information, etc.
* Effectively manage service requests, software installations, new computer setups, upgrades, etc. as required in a fast across multi-company landscape
* Computer setup, configuration and troubleshooting – installing and configuring new hardware and software
* Implementing and maintaining workstation security to include workstation encryption, workstation firewalls, and workstation patch management.
* Building and maintaining Windows 10 desktop images according to industry best practices.
* Support following technologies: Microsoft Office products – Outlook, Word, Excel, Access, Internet Explorer, Windows 7, Windows 10, Mac OS, desktops, laptops, tablets, printers, networked copiers, etc
* Understand the basic of network Security, Firewall, IDS, Proxy Server for content filtering, IPS, Install antivirus and others

Sr. Technical Support Analyst/Specialist, VISA (Ashburn, VA)

May 2012 – September 2013

***PT Systems***

* Tracking the closure of matters to obtain the disposition of files from billing and/or responsible attorney(s) or client.
* Retrieving, coordinating and organizing material for destruction under the guidelines of the firm’s records retention policy. Pulling material from archive boxes and on-site shelving areas and placing in secured shred bins for destruction purposes.
* Reviewing all client paper files prior to their release from the firm as the result of an attorney departure.
* Ensuring the firm’s records management system is updated in a timely manner with regards to the status of files that have been destroyed or transferred.
* Collaborating with attorneys and other legal staff with regards to material that should be maintained in hard copy form and/or destroyed.
* Monitoring firm-wide retention schedules for both physical and electronic files.
* Standardized process of investigating claim discrepancies and rejections, and expediting resolution of outstanding claims
* Confirm claim submissions adhere to insurance carrier requirements, including current codes and proper documentation to support procedures
* Develop and monitor annual and multi-year client strategy work plans
* Provide revisions to strategies and execute plans based on business initiatives
* Collaborate and align risk adjustment work plans with quality team and external vendors
* Collaborated with product management teams to identify potential new product offerings
* Executed function/area objectives that supported continuous quarterly improvement

**Windows System Administrator/Support**

October 2009 – May 2012

***World Best (Richmond, VA)***

* Administered Windows servers Datacenter. Responsible for installation of Windows servers and Active Directory. Create and maintain server builds
* Analyze current datacenter technologies used within the company and determine ways to improve
* Installation, Updating and Management of virus protection tools Symantec Anti-Virus on all the Servers to ensure a virus free computing environment.
* Performing TA Technical Assurance for servers to check for quality of servers before bringing them Into BAU Business as Usual
* Responsible for administration re-validation of User IDs on all the servers.
* Data Center migration/consolidation, requirement analysis, capacity planning and stakeholder communication towards business continuity and agility.
* Work closely with Information Technology professionals within the company to ensure hardware is available for projects and working properly
* Document and monitor requirements needed to institute proposed updates
* Provide detailed specifications for proposed solutions
* Responsible for the Security Health Check on all the servers and to make the server compliance with Information Technology Security Standards by fixing the deviations
* Responsible for running TCP/IP scans to check for Vulnerabilities on all supported servers
* Propose and establish framework for necessary contributions from various departments
* Diagnose hardware and related software problems and replace defective components
* Installation and configuring of Print Servers for Network printing
* Technical Design, Implementation and Administration of Enterprise Data Center infrastructure, including Servers, Storage and Data Protection appliances in a variety of physical, virtual and cloud environments with high-availability and disaster recovery.
* Project management and leadership skills are essential
* Account for possible project challenges on constraints including, risks, time, resources and scope
* Manage Web Infrastructure Operations.
* Distribution of software packages using Microsoft Systems Management Server SMS
* Installing and configuring Internet Security and Acceleration ISA servers, configuring policies and creating rules to implement business guidelines.

Customer Service Representative III

October 2008 – October 2009

***Goldmine World (Fairfax, VA)***

* Provides project leadership and determines priority for validation of the assessed risk level correlated with service reimbursement rates.
* Meeting or exceeding government mandated timelines
* Provides second level and appeal reviews in the case of denial of services or frequency.
* Acquiring and maintaining basic knowledge of relevant and changing Med D guidance
* Analyzes options and alternatives for exceptional service requests.
* Complying with turnaround time, productivity and quality standards
* Monitors documentation reviews and surveillance of a small subset of high risk individuals and provides chart audit reports for follow up.
* Provides technical assistance to individuals, providers and regional state staff and stakeholders.
* Performs application reviews to validate for Commercial and Third-Party paid accounts
* Utilizing multiple software systems to complete Medicare appeals case reviews
* Utilizing multiple software systems to complete Medicare appeals case reviews
* Conveying resolution to beneficiary or provider via direct communication and professional correspondence
* Performed registrations and application verification for customers.
* Validating information for accuracy and completeness; resolving all discrepancies as needed.
* Ensuring that all insurance information needed for billing and collection processes are appropriately obtained and recorded in the computer system.
* Verify all eligibility, authorizations, claim information with companies, and 3rd party
* Investigate and verify the submitted application pertaining to account, statement and billing
* Meeting or exceeding government mandated timelines
* Verify and Determines amounts to be billed, contractual discounts to be taken, or any other authorized discounts that may apply. Communicates this information with appropriate personnel for preparation of the pre-admission process.
* Acquiring and maintaining basic knowledge of relevant and changing Med D guidance
* Complying with turnaround time, productivity and quality standards
* Verify and maintains claim, ensuring data is entered accurately and in a timely manner