

Nathaldon A. Ingram

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SUMMARY & OBJECTIVE

Highly reliable IT Professional with over 10 years of experience in the areas of Help Desk, Research and Analysis, Customer Service and Web Design, with a strong work ethic and customer service and satisfaction record. Adept Multi-tasker, capable of bringing simultaneous web page creation and repair projects to completion with full accuracy and efficiency. Capable of functioning well independently with little to no supervision or in coordination with a professional electronic media team. Talented Freelance Web Designer, with over 10 years of progressive experience in Information Technology, with an entrepreneurial focus for web design, especially skilled in creating and directing new business design. Exceptional interpersonal skills with team members and subordinates.

Objective: Seeking a company that can utilize both my IT background and my creative skills in Web Design, to meet the demands of the client. **CLEARANCE:** TS/SCI w/ Poly

SPECIALIZED TRAINING & COURSEWORK

Lynda.com: Online Certification, 2018

PHOTO cc 2018 Essential Training

User Experience for Web Designers

Introduction to Graphic Design

Security+ Non CE

Introduction to Web Design and Development

Coursework: HTML & CSS design and build websites, by Jon Duckett

WORK HISTORY

Fusion-FBI

Senior Help Desk Technician, Washington, DC: Apr. 2018 – Present

- Install desktops, portable microcomputers, peripherals, and software products for networked, classified and unclassified, and standalone environments.
- Detect, diagnose, and resolve desktop and portable microcomputer software and hardware failures.
- Provide information, guidance, and instruction on use of desktop and portable microcomputer hardware and software. Analyzed and assessed customers' service request and provide prompt technical solutions.
- Utilize trouble ticketing software for opening/closing tickets in a timely and appropriate manner. Identify and document areas for process improvements.
- Contact and effectively communicate with users by telephone, electronic communications, or in person.

IMTAS/DHA/GOVTACT-FBI**Senior Help Desk Technician, Washington, DC: Aug. 2014 – Mar. 2018**

- Installed desktops, portable microcomputers, peripherals, and software products for networked, classified and unclassified, and standalone environments.
- Detected, diagnosed, and resolved desktop and portable microcomputer software and hardware failures.
- Provided information, guidance, and instruction on use of desktop and portable microcomputer hardware and software. Analyzed and assessed customers' service request and provide prompt technical solutions.
- Created documentation that included How-to Guides and instructions for users when installing printers and updating settings in Microsoft Outlook.
- Utilized trouble ticketing software for opening/closing tickets in a timely and appropriate manner. Identified and documented areas for process improvements.
- Contacted and effectively communicated with users by telephone, electronic communications, or in person. Prepared equipment for reuse or surplus of property actions. Provided technical support for customers assigned to remote locations.
- Performed software and hardware upgrades and installations involving multiple.
- Assisted in updating and intranet SharePoint information and design

Akimeka- Financial Crimes Enforcement Network**Help Desk Technician, Alexandria, VA: May. 2014 – Aug. 2014**

- Provided Tier I & Tier II level application tech support. Answered calls and respond to emails. Responded to tickets from local ticketing system. Provided customers with product and service information. Created documentation and How-to Guides on how to change settings in the Adobe application to assist clients in their needs.
- Entered new customer information into system. Updated existing customer information.
- Identified and escalated priority issues. Routed calls to appropriate resource. Followed up on customer calls when necessary. Documented all call information according to standard operating procedures.

STS Systems Integration: Oct 2012 – Mar. 2014**Service Desk Technician, Washington DC /Fort Belvoir**

- Independently managed and provided Tier III tech support to a site of 100+ users.
- Managed local dental software and server, managed local dental CD duplication machine.
- Responded to tickets from local ticketing system. Created and provided documentation and How-to Guides, using Microsoft Office, to inform users on how to use local software and hardware, as well as, provided updates and different editions as necessary. Refresh /reimage workstations with current software and security updates through manual installation or the software install manager. Support for various issues that involved the Common Access Card (CAC).
- User support for customers who are on site, at external sites and /or tele-working.
- Support for customers in the hospital. Monitored the local file server, maintained its contents and ensured daily functionality.
- Managed local asset inventory. Led the deployment of windows 7 tech refresh.
- Managed Active directory and Active roles server-Users, groups, computers, GAL, ETC.
- Remove and add printers to the network using local static IP's. Managed users home folders, managed data backups on share drive. Managed outlook accounts and mailbox storage.

Insight Technology Solutions**Service Desk Technician, Alexandria, VA: Jul. 2011 – Oct. 2012**

- Provided Tier III tech support to the organizations employees and contractors.
- Answered help desk calls through email, phone or in person and logged all support action in Remedy ticketing system.
- Remote connected to clients to troubleshoot issues when working remotely.
- Cleaned, modified, and repaired computer equipment including monitors, keyboard and printers. Refreshed/reimaged workstations with current software and security updates through manual installation or the software install manager.
- Supported for various issue that involved the Common Access Card (CAC).
- User support for customers who are on site, at external sites and /or tele-working.
- Supported for VIP government and military officials. Analyzed help desk activity for changes in help desk procedures and systems.
- Created and provided documentation and How-to Guides, using Microsoft Office, to inform users on how to use local software and hardware.

Advanced Systems Development**Service Desk Technician, Arlington, VA: Mar. 2009 – Jul. 2011**

- Answered help desk calls through email, phone or in person. Logged all help desk interactions in ticketing system. User support for high ranking government and military officials and customer service on supported computer applications and platforms. Troubleshoot problems and advise on the appropriate action.
- Cleaned, modified, and repaired computer equipment including monitors, keyboard and printers. Refreshed/reimaged workstations with current software and security updates.
- Network administration – Created user profiles/accounts and set-up user privileges and rights.
- Setup/operated audiovisual equipment for meetings and conferences for users. System administration-setup new computers in AD, add, remove, manage etc.
- Assisted with inventory management on a frequent basis. Created and provided documentation and How-to Guides, using Microsoft Office, to inform users on how to use local software and hardware as well as provide updates and different editions as necessary.

Computer Sciences Corporation**Network Technician, Chantilly, VA: May. 2007 – Mar. 2009**

- Network/System administration – Create user profiles/accounts and set-up user privileges and rights. System administration-setup new computers in AD, add, remove, manage etc.
- Configured servers and switches for a secure government network.
- Hardware Installation – Installing network cabinets (servers, switches, power supplies, patch boards), computers, monitors, scanners, dropping cable, and other hardware at clients sites nationally and internationally. Troubleshoot hardware and software problems and perform warranty repairs. Excellent record in Client Interaction.

FREELANCE WEB DESIGN WORK HISTORY:

Active Websites: www.thelordrazu.com and www.northernplumbingllc.com

PROFESSIONAL SKILLS & APPLICATIONS

PROFESSIONAL SKILLS	SOFTWARE TOOLS
Exceptional creative and analytical thinking abilities	Microsoft SharePoint
Familiarity with Photoshop and Flash	Photoshop
Strong expertise in digital photography and graphics	Illustrator
Outstanding proficiency in search engine optimization techniques	Wordpress
Knowledge and experience of responsive web design	Wix
Knowledge of scripting languages including HTML, JavaScript, CSS and Cross-browser compatibility issues	Squarespace
Experience with Web design, development and multimedia	
Experience with Adobe Photoshop, Illustrator, and Microsoft Office	
Sound oral and written communication skills	