

Jesse Wallace

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OBJECTIVE

Seeking an IT Specialist position where my attention to detail, oral & written communication, problem solving ability & superior customer service skills will be utilized to increase overall company efficiency.

SUMMARY OF QUALIFICATIONS

- Active public trust security clearance.
- Technical competencies with Cisco, Microsoft, Apple OS, HP & Lexmark.
- Training and certifications: A+, Network+, MOP.
- 15 years' experience in Information Technology Field.
- Expert knowledge of proprietary government applications and systems including: PIV Card, FACTS, TURBO, OASIS, eNspect JAVA, Service Now, VPN, Labsan, TEMPSYS and AV packages.
- Strong customer service skills.
- Ability to communicate orally.
- Ability to communicate in writing.
- Attention to detail & organizational skills.
- Manage multiple projects at once.
- Strong sense of urgency and ability to anticipate client needs.
- High energy level, self-motivated and the ability to work independently.
- Outgoing personality and strong aptitude for customer service.
- Ability to be persuasive and assertive.
- Positive, flexible and strong problem solver.
- Excellent interpersonal skills.
- Flexible and willing to change gears quickly.
- Ability to see the big picture and the importance of working as a team.

TECHNICAL SKILLS

PIV, FACTS, TURBO, OASIS, eNspect, Labsan, LIMS, JAVA, Service Now Ticketing System, Skype for Business, VPN, Cisco AnyConnect, Avamar Data Backup and Recovery, MAC OSX, MS Windows 7, MS Windows 10, MS Server 2013, MS Active Directory, MS Office 2016, DNS, DHCP, WINS, IPSEC, Hardware/Software Troubleshooting, Telnet, LAN/WAN, TCP/IP, Routing protocols, RIP, OSPF, NAT, Cabling, Wiring, VOIP and VLAN. Symantec ghost suite, MS Dynamic CRM. Salesforce CRM, Optical fiber transport systems including, Fujitsu-Add Drop Multiplexing, Nortel-OC-48, OC-192, Ciena- Dense Wave Division Multiplexing..

TECHNICAL TRAINING

Centriq Training Center, Leawood, KS

01/2008 – 6/2008

Network Administrator Program

Cisco Bootcamp

Technical Competencies:

- Configuring, managing, and maintaining Active Directory.

- High level knowledge of security and firewalls
- Configuring & testing Windows 7, and Internet Explorer 9, 10, &11
- Configuring & testing MS Office 2003, 2010, & 2016
- Creating users and groups in a domain and on local machines.
- Managing a network with local and group policies.
- Planning and designing a network environment.
- Designed, planned, and implemented a Windows 2008 Enterprise domain structure for a corporation.
- Six month's hands on training installing and supporting MS Windows 7, & MS server 2013 in a production environment.

Soft Skills Training:

- General Business, Leadership, Project Management, and Project+.

Certifications: CompTIA A+, CompTIA Network+, Microsoft MCP, Microsoft MOP

PROFESSIONAL EXPERIENCE

HUMAN TOUCH LLC, McLane, VA (On site at Lenexa Kansas FDA District Office)

2014-Present

IT Specialist

- IT Specialist contractor for the Food and Drug Administration Kansas District Office.
- Make customer service the number one priority.
- Conduct preliminary analysis of systems to help determine whether the available advances in the IT technology should be incorporated.
- Responsible for daily adherence to FDA IT security policy and the proper safeguarding of sensitive data.
- Troubleshoot PIV card problems including resetting certificates and readers.
- Troubleshoot Checkpoint problems including resetting passwords, correcting configuration and assisting with checkpoint tokens.
- Responsible for software backup, file restoration, software installation, hardware setup, copying files & configuration of network adapters.
- Resolve tickets using Service Now throughout the day for various problems on Windows 7 and 10 machines, Office 2010, Office 2016, Cisco AnyConnect, Adobe Acrobat 9, 10, 11. Share Point, Java, and Oracle as well as FDA proprietary software including FACTS, TURBO, OASIS, eNspect, Labsan, MS Lync, and VPN issues.
- Provide written instructions/information to customers dealing with configuration problems, network malfunctions or system problems.
- Organize, test and evaluate new systems and technologies to ensure the most effective procedures and methods are used.
- Handle all moves / disconnects of IP phones and equipment.
- Imaging of all machines, refresh all scheduled machines, asset tracking and deployment.
- Install and maintain all printers.
- Work with members of various teams & management to find solutions to problems.
- Work independently at remote client site in Lenexa, KS.
- Follow proper SLA procedures in resolving customer tickets.

CINEMA SCENE MARKETING, Overland Park, KS.

Project coordinator / Network solutions

2/2013 – 10/2013

- Worked directly under Project manager for a largescale deployment.
- Worked independently and as a team to complete goals on daily basis.
- Managed multiple projects at once
- Heavily involved in process improvement.
- Performed tier 3 support for technicians in the field.
- Worked with multiple groups to create new processes.
- Worked directly with customer to find solutions to daily challenges.
- Responsible for tracking logistics of entire project.
- Met all deadlines in a time sensitive environment.
- Gained working knowledge of Microsoft Dynamic CRM.

COMPUCOM, Dallas, TX.

12/2010 – 2/2013

Southeast Region Technical Lead

Walgreens Next- Gen Refresh Project

- Worked directly under regional manager.
- Performed tier 3 support for technicians in the field.
- Assisted manager with technician management.
- Assisted manager with scheduling and travel for technicians in the field.
- Reviewed completed sites to check for accuracy.
- Reported directly to the customer with details from the installs.
- Assisted with writing all technical documents/guidelines for the project.
- Travelled to the field to perform site checks of installations.
- Travelled to the field to help struggling technicians perform better.
- Handled all duties while manager was away.
- Prepared and installed HP Point of Sale register bases and monitors.
- Prepared and installed Fortinet firewall hardware.
- Prepared and installed Cisco POE switches.
- Worked closely with Walgreens network team to resolve issues in the field.

Systems Integration Analyst.

Lead install technician for US Bank SOAR project, and Walgreens Next-Gen project.

- Prepared, configured, and installed Cisco routers and switches.
- Prepared, and installed HP servers and workstations.

- Prepared and installed HP printers.
- Troubleshoot all network related issues.
- Troubleshoot all voice related issues.
- Finish each site within the existing deadline.
- Managed teams up to 10 people.
- Executed outstanding customer service.
- Arranged and manage all travel.
- Handled company credit card without incident.
- Worked with little or no supervision.

NETVIEW, Charlotte, NC.

03/2010 – 12/2010

Lead install technician for US Bank SOAR refresh project.

- Same as above.

SA IT SERVICES, Atlanta, GA.

07/2009 – 12/2009

Lead Install technician for Bank of America refresh project.

- Same as above

SA IT SERVICES, Atlanta, GA.

Survey tech for Bank of America refresh project.

04/2009 07/2009

- Gathered all required information at each branch for the installation.
- Worked with little or no supervision without incident.
- Gained valuable customer care skills.

STAPLES PROMOTIONAL PRODUCTS, Overland Park, KS

06/2008 – 03/2009

Desktop Support Specialist

- User support with a strong focus on customer care.
- Process and Procedure development / documentation
- Technology deployments and migrations.
- Troubleshooting, break-fix, warranty management, and backing up systems.
- Resolving trouble tickets in a timely manner using company service desk software.
- Tier I and Tier II support.
- Hardware and Software installations, including printers.
- Support for DOS, Linux, and MAC Platforms.
- Imaging Desktops and Laptops.

AUGUSTINE EXTERMINATORS, Overland Park, KS

04/2003 - 01/2008

Pest Control Technician

- Worked closely and successfully with the customer to develop solutions for problems.
- Performed inspections of commercial and residential structures.
- Obtained superior customer care techniques.
- Gained trusted access into high security commercial properties without incident.
- Mastered windows Palm operating system.

KC REHAB WORKS, Kansas City, MO

12/2002-02/2003

Home Remodeling and Repair

- Learned many aspects of home renovations.
- Enjoyed transforming ordinary homes into extraordinary homes.
- Gained knowledge of how to bid jobs and figure costs of supplies.
- Obtained working knowledge of how to manage and complete projects with deadline.
- Ran CAT-5, and other low voltage cable in structures.

YOH TECHNOLOGIES, Contract through Sprint, Overland Park, KS

08/2001 - 11/2001

Network Technician ION Project

- Monitored Sprint Voice over IP Network.
- Utilized troubleshooting on daily basis.
- Worked closely with field technicians to quickly resolve remote service interruptions.
- Enjoyed solving problems as a part of a team.

DYNAMIC TECHNOLOGIES, Prince Frederick, MD

05/1995-07/2001

Technician / Tech Support

- Performed systems tests and turn up of Ciena multiwave 1600 DWDM'S, and Metro Ethernet.
- Worked as part of a team to turn up fiber routes for MCI / Worldcom all across the U.S.
- Worked closely with MCI / Worldcom technicians troubleshooting problems on a daily basis.

Technician / Team Leader

- Performed over 500 hardware and software upgrades on Fujitsu lightwave multiplexers carrying live voice, data and video traffic for Bell Atlantic, Bell South and NYNEX.
- Worked closely with Bell Atlantic technicians to design and implemented methods of procedure.
- Quickly became a team leader.
- Maintained my own schedule of travel arrangements / lodging / rental cars.
- Handled company cash and credit cards.

References:

Cheryl Bigham

District Director - FDA Kansas City District Office

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