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<b>Damon Brown</b> (US Citizen) <span style="float: right;"><b>Posted by: Individual</b></span>		Tot Exp : <b>15 Yrs</b>	<b>Preferred Employment</b>	[Hot Resume]
<b>Sys Admin/Network;</b> <b>NT Admin</b>		US Exp : <b>15 Yrs</b>		
Washington, DC	Ph(C) : +1-202-904-6263	Salary : <b>70K /Yr</b>	Corp-Corp	Available as of Mar-07-11
Relocation : <b>NO</b>	Ph(H) :	Rate : Market	W2 Contract	
Pref. State(s) : DC	Ph(W) :		W2-Permanent	<a href="#">Email [Check Availability]</a>
Cisco Routers > 1 yrs	Exchange Serv > 6 yrs	LAN > 4 yrs	1099 Contract	<a href="#">Forward Profile/Resume</a>
TCP/IP > 6 yrs	WAN > 7 yrs	Windows XP > 10 yrs	Need H1B	
Desk Top, LAN, Security, TCP/IP, ACTIVE DIRECTORY, Cisco Routers, Excel, Exchange Server, MS Office, Operating System, Remedy, VMWare, WAN, Windows Server, Windows XP, ACCESS, Acronis, Apple Mac, Basic, Blackberry				<input type="checkbox"/> <a href="#">Save in Scratchpad</a>
Preferred Time to Call : Flexible - Any Time on Cell +1-202-904-6263				<a href="#">Download Resume</a> Only for Premium Access
Corp-Corp Info :				
Notes :				
Domain Experience : <b>IT/Software</b>				

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Damon Brown  
2600 30th ST NE  
Washington, DC 20018

Dear Hiring Manager:

Please consider this letter of application as an expression of my interest in your organization/company. I am interested in exploring a great career, where increasing opportunities and advancement to excel are available.

I have exceptional experience in Help Desk Support, Network Management/Support, Data Analysis, Customer Service, and Sales. I also have the strong ability to analyze situations, recommend change, and implement new ideas. My communication and interpersonal skills are outstanding. I am someone who is dedicated, hardworking and confident that I can meet and exceed your expectations.

Given the opportunity to come on board, I will bring a positive enthusiastic attitude, strong communication, organizational and follow-through skills. I am very articulate, detail and goal-oriented, reliable and most importantly, a team player.

I welcome the opportunity to meet with you to further discuss your needs and my qualifications at your convience. I can be reached at or E-mail at

Thank you in advance for your time and consideration. I look forward to hearing from you soon.

Salary: 65-75K

Sincerely,

Damon Brown

Enclosure: Resume  
DAMON BROWN

2600 30th ST NE., Washington DC 20018  
(Cellular)  
E-mail:

Summary

IT Professional with experience in Supporting Attorneys and Executive staff personnel in Law Firm and over 10 years of experience in Network Support and Systems Management Support looking for a career to grow with an organization/company where increasing opportunities are available and to excel. I have exceptional experience in Customer Service, Consumer Service, Inventory Management and Data Analysis. Strong ability to analyze situation, recommending change, and implement new ideas.

PROFESSIONAL EXPERIENCE

Don Bosco Cristorey HS  
Takoma Park, MD

Systems Administrator Aug 2009 – Présent

Answering and responding to staff inquires while insuring that there needs is met.  
 Assisting staff in understanding and using technology and conducting staff training.  
 Conducts technology orientation and exit briefing for all staff; prepares technology and systems for new staff.  
 Manage technology documents/certificates product registration, maintenance agreements, service contracts related to technology operations and services.  
 Manage the acquisition, installation and maintenance of the organization's local area network hardware/software and performing systems backups and restore.  
 Manage network operations troubleshooting connectivity problems; installing and maintaining routers; adding and terminating users; assigning rights and access; resetting passwords; establishing e-mail addresses; assessing and reporting operational status.  
 Manage the telecommunication needs of the organization including land-line and Blackberry Manage 4.1 Bes Server for mobile phone systems and vendors . Managed Remote Desk Top  
 Managed Remote Desk Top LogMeIn Pro to analyze information.  
 Managing configuring, installing and troubleshooting Windows Server 2003/2008, Windows Exchange Server 2003 and Microsoft Office 2007, Windows SUS 2003  
 Manage technology inventory to include procurement and disposal.  
 Manage and ensures compliance with all software licensing agreements.  
 Manage and safeguards software media and associated licenses; tracks software versions.  
 Develops technology goals and detailed plans for goal accomplishments . Assists with budgeting of technology goals. Monitor technology budget and related expenditures.  
 Prepares, maintains and test technology disaster recovery plan.  
 Manage technology projects

TekReQuest Technologies Inc.  
 Washington DC

Network Systems Administrator Nov 2000 - Jul 2009

? Interfaced with attorneys , executive staff, operations team, and corporate departments in law firm environment.  
 ? Answered and responded to clients inquires while insuring that customer needs were met.  
 ? Resolved escalation of request as appropriate to responsible recipients.  
 ? Ensured Timely closure of issues and follow-up process completion.  
 ? Managed Remedy tracking system to logged and track inquiries; Analysis inquiry problems reported identify trends and made recommendations to reduce call rates.  
 ? Managed Active Directory GPO to manage accounts and add/delete accounts and reset password  
 ? Managed Remote Desk Top VPN to analyze information and determine appropriate alternatives and solutions/knowledge base creation/maintenance and technical manual writing.  
 ? Managed Desk Top Setups, used Cisco router and switches support and maintenance. Used Acronis True to Image PC's /Troubleshoot Hardware/Software PC problems  
 Managed relationships with third party vendors to procure technology equipment, services and support and maintained technology systems; managed site licenses; maintained documentation of system, Managed McAfee e Enterprise Security 8.7v Software.  
 Managed (LAN/WAN) infrastructure in running day to day communication services for the rollout and efficient use of implementing VoIP services.  
 Managed the installation and maintenance of the organization's local area network.  
 ?????Managed and troubleshoot Hardware/Software problems; Installed and Configured Software Applications, Managed data backup and recovery, including onsite and offsite management.  
 ?????Installed, Configured and Troubleshoot Microsoft Win Exchange Server 2003/2007,  
 Windows SMS 2003/WSUS/ MS Office 2003/2007/Win Server 2003/2008  
 Applied software updates to PCs for both new functionality and information security  
 Installed and Configured VMWare and Managed Bes Server PDA's and Peripherals.

Bearing Point Inc  
 McLean, VA

Sr. Technology Consultant Jun 1996 - Oct 2000

? Supervised IT job-site operations and staff personnel.  
 ?????Evaluated the performance of output, and recommend improved processes.  
 ?????Tracked daily, weekly, and monthly volumes for measurable services provided to the client.  
 ?????Resolved technical problems and addressed customers hardware, software, encryption system  
 ?????Monitored and troubleshoot network connectivity and performance issues.  
 ? Assisted with defining and presenting request for new application programs.  
 ? Managed IT policies and procedures in an effort to maintain standardization and limit system downtimes and outages.  
 ? Managed and established backup procedures on the serves and PC's.  
 ? Maintained user profiles and insured system security.  
 ? Maintained structured wiring system.  
 Managed hardware, software and computer supply inventories.  
 Provided system orientation (PC, laptop, printers, and network peripherals for new hires.  
 Worked with other Senior IT Management on various initiatives.  
 Documented all calls and incidents and problems in call tracking software.  
 Worked in an environment with MS Active Directory and Windows 2000 workstation/Windows Server 2000.

Managed equipment procurement.  
 Conducted research as requested, using the Internet and other resources.  
 Managed and maintained the high performance ratings regarding customer service surveys.

EDUCATION

Currently Attending:

ASE Education Center Inc.  
 Rockville, MD

Information Technology: CCNA/CCNP Certification Program

Courses Include:  
 Understanding Basic Subnetting  
 Configuring and Troubleshooting VLANS, RIP, OSPF, EIGRP, TCP/IP  
 Configuring and Troubleshooting Cisco Routers and Switches  
 Network Operations and Monitoring

TESST COLLEGE OF TECHNOLOGY  
 Beltsville, MD

Information Technology: Major in  
 Computer Network Systems

Courses Include: Computer Applications, Installation and Configuring Software Applications and Troubleshooting Hardware and Software PC problems. I have advance knowledge of LAN/WAN Topology, TCP/IP, DNS, DHCP, Window Server 2000/2003/2008 and Windows XP Network Operator Systems.

Certifications: Comp TIA A+, Network +, MCDST, MCSA

SKILLS

Proficient in Windows XP/Vista and Wins 7 Operating Systems Mac OS/X Operating System and Desk Top/Network Support and troubleshooting/My SQL, Work share Pro, Quick, Great Plains, Adobe® In Design & Acrobat 10, Xerox, HP Printers. I have experience with Remedy Tracking System. File server applications, , Windows Server 2000/ 2003, Network Management Tool; HP Open View, Cisco Works 2000, and with TCP/IP, IPSEC, SSL, HP printers and phone lines. I have thorough knowledge of Firewall and Anti-virus software. Advance knowledge of virtualization using VMware products and Big fix network-based patch management software

<b>Jobs by Category:</b>	Java J2EE Jobs	Mainframe Jobs	Database Developer Jobs	Dot NET, VB, ASP, C# Jobs	Web / Internet Jobs
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	SAP Jobs	People Soft Jobs	Business Analyst Jobs	System Admin/Network Jobs	Reporting Tools Jobs
	Siebel Jobs	QA / Testing Jobs	Project Management Jobs	Unix, C, Shell Scripting Jobs	EAI - MiddleWare Jobs