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Davidmichael Murphy (US Security Clearance) Posted by: Individual		Tot Exp : 8 Yrs US Exp : 8 Yrs	Preferred Employment	[Hot Resume] Available as of Mar-11-11 Email [Check Availability] Forward Profile/Resume <input type="checkbox"/> Save in Scratchpad <input type="checkbox"/> Download Resume Only for Premium Access
Sys Admin/Network;	NT Admin	Salary : Market Rate : Market		
Frederick, MD	Ph(C) : +1-301-640-6142		Corp-Corp	✗
Relocation : YES	Ph(H) :		W2 Contract	✓
Pref. State(s) : FL, LA, MD, TX, GA	Ph(W) :		W2-Permanent	✓
Security > 5 yrs	Windows XP > 7 yrs	LAN > 7 yrs	1099 Contract	✓
Windows 2003 > 5 yrs	ACTIVE DIRECT > 7 yrs	Deployment > 7 yrs	Need H1B	✗
, ACTIVE DIRECTORY, Deployment, Outlook, VPN, Blackberry, MS Office, Security, Symantec, Windows XP, Encryption, LAN, Remedy, WAN, Acrobat Reader, AS/400, Avaya, CheckPoint				
Preferred Time to Call : Flexible - Any Time on Cell +1-301-640-6142				
Corp-Corp Info :				
Notes : I have 7 years of experience proficient in installing, configuring and				
Domain Experience : Financial, Government				

Enter notes about this profile to share with other recruiters of your company. (Auto Save : ON)

David Michael Murphy
 Frederick, MD 21702
 Email:
 Cell

Information Technology Specialist
 US Citizen
 Registered with Selective Services
 Bilingual (English/Spanish/ Italian)
 Public Trust Clearance - Department of Treasury
 DOE Q – Department of Energy - since Oct'10
 5 or more years supporting Windows desktops, including Windows XP/Windows 7
 Microsoft Office suite, including Office 2003/2007/2010, Microsoft Outlook desktop issues
 5 years of hands-on desktop support experience in a Fortune 500 organization
 5 years total of Audio /Visual Teleconferencing working with Nortel and Avaya last used with Department of Treasury and Department of Energy
 2 years' experience with Audio/Visual Teleconferencing – Tandberg System last used with L-3 Communications and MPRI in Alexandria Va.
 3 years of specialized experience in private industry, public service

2+ years of Symantec Enterprise Vault with Outlook 2007
 Active Directory Administration, IIS Administration, Group Policy Administration, Exchange Administration, Blackberry and Safe boot Administration
 Expert supporting VPN client, Antivirus, desktop networking, PDAs; Expert with Remedy helpdesk ticketing system, remote access tools, wireless network troubleshooting, installing PC hardware and software upgrades
 Knowledge of troubleshooting Dell, IBM and HP desktop PCs, and laptops
 Excellent communication, customer service, professionalism and political tack skills
 Excellent desktop troubleshooting, diagnostic and root cause determination skills
 Previous DOD/AIT help desk or VIP desktop and CAC support

Technical Certifications
 Dell Certified Systems Expert- DCSE
 HDI Support Center Analyst Certificate
 Compia A+ Certificate
 PC Helpdesk & Desktop Support Certificate
 Pace University – NYC
 Alpha Train Technical School – Newark, NJ

Operating Systems:
 Windows 7, Windows XP, 2000, 2003, 98 and 95, Microsoft NT 4.0 / NT Server 4, Novell, Exchange 5.5, Terminal Server, Term Master Suite, AS400

Application Software:
 MS Office 2003/2007/2010, IIS, Adobe Acrobat, Cisco VPN, RSA Authentication, Active Directory, Checkpoint Encryption, Safe Boot 4.2, 5.2 McAfee Endpoint Encryption, Entrust, S/MIME, Data Key, MS Outlook 2003/2007/2010, Connected backup, USMT, Symantec Ghost and Anti-Virus Enterprise, Symantec Enterprise Vault, Blackberry Desktop Manager, Lotus Notes, PC Anywhere, NetMeeting, SAS 9.2, Bloomberg terminals. Centre-ware Internet services, Web Image Monitor, Hyperion, Citrix, Oracle Tracking Ticket Software:
 Altiris, Track IT, Service-now and Remedy
 Network Configuration:

Ethernet connectivity, LAN, WAN, WLAN, VPN, Remote Desktop, VOIP, POS workstations, Credit Card processing, Network and Local Printers, Network and Local Scanners, ODBC settings, Putty
Professional Experience:

Booz Allen Hamilton/Affinity-Network Solutions – McLean Virginia Jan 2011- Present
Windows 7 Deployment Desktop Support – BAH Gold Traveling Team
Worked on a support team in an environment with more than 25000 users across the United States.
SCCM2007 administration such as client installation and support, software distribution, security update deployment.
Responsible for maintenance, upkeep and documentation of end-user workstation configurations.
Operates as a liaison between the Configuration Management team and the Technical Support, Information Assurance and Telecommunications teams.
Windows 7/Office 2010 pre and post deployment tasks like adding users to SW security groups for SW reinstallation post deployment.
Desktop Deployment: Execute large-scale desktop deployments without productivity loss or data loss.
Experience developing technical documents and troubleshooting guides based on business imperatives.
Ability to travel 80-100% of the time to the customer location.
Validate/Change computer name to reflect the proper naming convention, OU membership, user data is backed up, and SW is on the QA Tested list.
These systems can comprise hardware equipment (i.e. PCs, laptops, Tablet PCs etc.), software applications (i.e. "off the shelf" office productivity applications or in-house IT developed applications or customized business specific applications etc.) and peripheral devices (PDAs, printers, scanners, cell phones, etc.).
Provide exemplary support to Port customers requesting assistance utilizing PC based technologies.

Department of Energy / Trowbridge & Trowbridge – Germantown, MD Oct 2010 – Jan 2011
Helpdesk Analyst II – DOE Q Clearance
This position provides Tier-2 and Tier-3 network and desktop support in response to trouble tickets, where immediate response is required to resolve customer-reported IT related issues.
Research, resolve, and respond to complex questions received via telephone calls, escalation, and in-person while providing support on electronic services in accordance with current policies and standards.
Acquire and maintain knowledge of relevant product offering, current support policies, and methods of support delivery, in order to provide technically accurate solutions to customers.
Coordinate customer and support issues to ensure timely distribution of knowledge, productivity, and positive impact on customer satisfaction.
Maintains and troubleshoots network printers and copiers, prepares and configures computer equipment, including installation and deployment of appropriate software; receives, tags and logs all refresh or replaced hardware.

Department of the Treasury / BAE Systems - Washington, DC 20220 June 2010 – Oct 2010
Desktop Support Specialist - Team Lead – Public Trust Clearance

Managed a team in an environment with more than 3500 desktop computers.
Providing program leadership, direction, and advice to Desktop Operations and Service Desk Analysts on hardware and software installations, configurations, and customer assistance.
Identify and recommend an innovative IT approach that results in improvements to IT projects and saves the organization money or provides better IT solutions.
Managing IT projects that significantly impact the delivery of customer support services (e.g. – extensive IT upgrades, system changes, physical relocation, etc.); leading discussions with client to determine requirements and expectations for the delivery.
Maintain a professional attitude and provide excellent customer service at all times, to include maintaining a good work ethic and assisting other analysts when needed.
Contribute knowledge and updated information to maintain the Desktop Support SOPs and Training manuals for Tier II support.
Assist the Asset Management team by keeping accurate records of equipment status and location and conducting ad-hoc and scheduled inventories.
Developing and implementing performance criteria to ensure that project requirements are achieved.
Provided general troubleshooting on the customer system maintains data files and monitors system configuration to ensure data integrity.

L-3 Communications / MPRI - Alexandria, VA 22314 September 2008 – June 2010
Tier 1, 2, 3 Helpdesk Technician
Deploying a customized version of the Microsoft Office 2007 client to 6000 users from an installation point on a network server.
Deploy Office Compatibility Pack with an MSI package.
Supported an environment with more than 6600 End Users within the US and abroad.
The primary duty involves providing effective troubleshooting, problem management and client service skills as part of a team assisting associates locally and beyond the local office with remote support tools.
Performed system administration tasks, installation of new customer software releases, system upgrades, evaluation and installation of patches and resolution of software related problems associated with COTS/GOTS products on Microsoft Windows.
Administers and maintains organization technology LAN to WAN, Active Directory infrastructure which includes installing diagnosing, repairing, migrating, upgrading all systems, and Network Access.
Provided Tier 2 and 3 level support for 36 financial management applications, evaluated software/hardware systems implementation techniques for integration into existing environment its directorates and other tenant in the Finance management community.
Experience and working knowledge of VPN technology and of ghosting software of specialized apps with the corporate standard image.
Advanced Blackberry Support, Advanced Windows XP, and Experience managing enterprise virus remediation software, MS Outlook; creating and configuring user profiles and .pst files.

Global Data Consultants- Chambersburg, PA 17201 October 2007-September 2008
Bilingual Service Desk Agent
The Level 1 Support Technician is responsible for delivering the highest level of customer service to our customers.
Work with ticketing system and other Help Desk software programs to successfully document requests.
Advanced helpdesk, client /server applications, Office Automation off the shelf products as well as regional or nationally produced client server software applications.
Active Directory role includes resetting passwords, creating and deleting accounts, providing folder or group access within AD.
Ensuring availability, functionality, integrity, and efficiency of complicated systems.
Create active directory and exchange accounts for large companies.
Applying knowledge to fix HTML, Web, and computer issues.
Working knowledge with Net Meeting, PC Anywhere and Web Ex applications.

East Coast Auto Mall – East Rutherford, Hackensack, Englewood Cliffs, NJ Aug2003-Jan 2006
Certified Sales and Leasing Consultant
Special Finance Manager
Internet Manager
Ability to negotiate price, other concessions and terms and conditions.
Manages a team of telesales representatives for a territory/region.
Participates as a team member in strategic and tactical planning for the division.
Responsible for coaching, performance management, and career development of staff.
Participates in the recruiting process and provides hiring recommendations to senior management.
Handles escalations and participates directly in complex sales situations to negotiate and/or resolve disputes and ensure customer satisfaction.

CardPlus Payment Systems – Newark, NJ 2001

Information Systems Associate

Wrote test procedures for Signature Capture and Term Master Suite Server used by Fairway Operating Corp. personnel to test and train new Analysts. The procedure included performance and knowledge testing.

Ensuring availability, functionality, integrity, and efficiency of complicated systems.

Fairway Operating Corp. – NYC, NY 2000-2001

Management Information Systems

Develop, implement, and ensure compliance with plans, policies, standards, infrastructures, and architectures that establish the framework for the management of all IT programs

Directs projects involving network security, analysis, design/redesign, development, testing, documenting systems administration standard operating procedures, and installation of complex digital systems and implements new procedures, policies or routines as required

Performed various software administration and support functions including disaster recovery and COOP planning

References:

Roy E. Whittaker Jr. - MPRI Director of International Licensing

Direct

Rick Kiernan – MPRI Senior Vice President, Strategic Communications

Direct

Adam Johnson – MPRI \L-3 Communications Operations Manager, Information Technology

Direct

Wes Shull – Dept. of Treasury - BAE Systems SDM End User Services IT IMS, Information Technology

Mobile

Dale McBee – MPRI \L-3 Communications CIO, Information Technology

Direct

David Tran – Department of Treasury-Office of Financial Stability, Information Technology Specialist.

Mobile

Richard Wingenfeld – Dept. of Treasury - BAE Systems Tier 2 Desk side Support Manager, Information Technology

Direct

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