

MICHAEL D. LONG
2320 Sandollar Court
Virginia Beach, VA 23451
(757)-962-6280
(757)-375-4031
mike@mikedlong.com

Security Clearance: Secret

SUMMARY OF EXPERIENCE

6 years experience working in various capacities from Inbound Phone support, Systems Administrator, Desktop Support Specialist to Help Desk Assistant Manager.

- Primary escalation point for unsatisfied customers
- Extensive experience in managing workflow and workforce between 5 and 17 associates
- Trouble shoot networking issues using command-based tools such as PING, IPCONFIG, NET USE, and TRACERT
- Setup numerous Windows based laptops and desktop computers for networking via static IP Addresses or DHCP addressing
- TIVOLI remote application tool, SMS and VNC to remote administrate machines as used through out different contracts
- Trained Navy and GS workers on software use
- Extensive background in building, maintaining and repair PC's, printers and associated components
- Active Directory to monitor and administer customer computers and accounts
- Experienced in documenting and operating Remedy Helpdesk System at BUPERS & at NMCI
- Extensive use with GHOST to create and load images to remote hosts
- Extensive use of Windows 2000 and XP (Running both at home). Managed the migration of 200+ user NT 4.0 machines to Windows 2000 at GTMO Naval Station
- Configured user workstations for MS Office Suite, Internet capabilities, printing and mapping of network resources
- Primary escalation point for issues not easily resolved by other technicians

EXPERIENCE

April 2005 to July 2005 Computer Lab Monitor

- Sole support for 40+ machines for student users and staff
- Wrote batch files to eradicate viruses and automate evening shutdown procedures
- Held training sessions on the use of PC's

September 2004 to March 2005 VIP/NMCI Norfolk Naval Station, Virginia Help Desk Analyst (Contract)

- Use Active Directory to monitor customer computers and accounts (Event Viewer for system, applications and security issues, enabling accounts, verifying exchange server information, resetting passwords, verifying security settings).
- 1st and 2nd Tier Support for NMCI Helpdesk
- Perform troubleshooting and problem resolution
- Create a Remedy ticket for all customer inquiries, Handle incoming customer calls, Communicate resolution to customer, Perform problem resolution follow-up
- Provide first-level and second level application software support
- Provide first-level and second level network support
- Provide status to pending trouble tickets in a timely fashion, per policy
- Review all open tickets on a regular basis and follow up
- Identify responsible group for problem resolution when necessary
- Escalate or transfer a problem to the next level when necessary
- Document and communicate steps taken in the troubleshooting process
- Provide accurate information and documentation in the ticket
- Maintain and improve knowledge of Help Desk procedures and tools

November 2001 to July 2004 CST-G/SAIC US Naval Station, GTMO Bay, Cuba SYS Admin V (Contract)

- Stabilized communication link between US Naval Station and Castro government
- Managed the migration of 200+ user NT 4.0 machines to Windows 2000
- Utilized User manager and Exchange 5.5 to create, delete and administer user accounts in a Windows NT 4.0 and 2000 Professional environment
- Used VNC to remote administrate user machines
- Train, manage, schedule workload, and resolve conflicts for 5 PC technicians
- Used tools like PING, IPCONFIG, NET USE, TRACERT and PS TOOLS
- Sysinternals PsTools was used to remote boot machines, stop run away and unauthorized services and list process running on a user machine
- Refurbish laptops, desk stations, test stations, and various computer components

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- Troubleshoot, diagnose, repair, install, upgrade, and configure computer systems and network system components, including multimedia and video components; SCSI devices; sound, video, and network cards; modems; hard drives; printers; and scanners
- Troubleshoot network and printer connectivity and network access permissions
- Primary escalation point for unsatisfied customers.
- Primary escalation point for issues not easily resolved by other technicians.
- Design, implement, and maintain databases for Track-IT, Blue Ocean helpdesk software, using Microsoft Access
- Maintain CAT-5 ports using punch down tool and other related tools
- Trained Navy and GS workers on software use
- Restructured and improved base siren system setup and training
- Wrote, designed, and produced standard operating procedures (SOP) for software installation, hardware installation, CPU imaging with Norton Ghost, and troubleshooting techniques
- Developed procedures and practices for testing reliability and stability of software components and interfaces for network environments

May 2000 to November 2001 CST Millington, TN PC Lab Assistant Manager (Contract)

- Supervised 18 field technicians, scheduled workload (utilizing Remedy), resolved conflicts, and trained new field technicians
- Provided phone support for technicians in the field, customers on TAD, and phone support for off-site locations
- Performed troubleshooting, diagnosed, installed, upgraded, configured, and repaired computer systems and network system components
- Wrote, designed, and maintained standard installation procedures and SOPs for Information Systems Department
- Used SMS for remote troubleshooting
- Maintained list of all PERSNET standard software in preparation for NMCI
- Used Norton Ghost to image CPUs

January 1999 to May 2000 CST Millington, TN SR Data Entry Clerk (Contract)

- Served as departmental systems administrator (SYSAD) for Operations, Administration, and Internet Recruiting at the Commander Naval Recruiting Command (CNRC)
- Tracked server status with What's Up Gold
- Trained and supervised 10 US Navy personnel in the operation of the CNRC help desk
- Handled all technical support issues escalated by customers
- Fielded calls for all Naval Recruiting Districts (NRD) and Recruiting stations for technical support
- Developed, wrote, and maintained SOPs for CNRC help desk procedures and practices
- Restructured and improved daily and weekly GSA reports
- Assisted in designing a rotating schedule for departmental SYSADs
- Assisted with migration of users from DC to Millington
- Designed Access database to track action calls prior to the purchase of Service IT

ADDITIONAL INFORMATION

- Work well in a high-pressure environment
- Skilled at organizing complex projects, defining project priorities, and delegating tasks
- Skilled at encouraging others and developing rapport
- Self-starting, goal-oriented strategist whose confidence, perseverance, and vision promote success
- Ability to interface effectively with government employees at all levels
- Quickly learn procedures and methods
- Strong training skills

School

ECPI College of Technology	GPA	4.0
A.A.S. in Computer & Information Science	Major	IT Networking Security Administration
8-2004 to June 2006	Deans List	October 2004 – July 2006