

Jason Scott McKenzie

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Full CV with contact information available via email.

OBJECTIVE

Career in network security, server administration and/or network and desktop support utilizing seven years of IT support experience.

EXPERIENCE

Sept 2002 – Dec 2003 TLA Associates, Technical Lead – Help Desk (DMS - GSA U.S. Government Contract)

- Guided support staff in the direction of resolving desktop support related issues as a tier three technical lead; including the development of a knowledge base and articles to assist the technical staff of quick resolutions to complex, confusing and/or repetitive issues.
- Managed, exclusively, systems for high profile clients including the head of the General Services Administration.
- Supported local and remote laptop/desktop machines running Windows 98, Windows 2000, and Windows NT Workstation 4.0, in several different platforms per the user's needs/organization. Also, supported and setup MAC OSX machines with software, hardware and network configurations.
- Provided technical assistance and support for over 3000 government employees running applications such as Microsoft Office, MS Project (and other Microsoft based applications), McAfee, Lotus Notes, Internet Explorer, Citrix Client, VPN, Dialup services and various other third party applications.
- Configured Lotus Notes Email Client setups per detailed standards.
- Troubleshoot PC and printer hardware issues, including but not limited to hard drives, network cards, video cards, duplex units, and CD-Writers.
- Assisted MAC (moves, adds, and changes) Team, outside of the desktop support team, in setting up PCs per their procedures.
- Answered help desk calls with assistance of Unicenter TNG Remote Control Option and Unicenter Service Desk.
- Researched and developed various client wide resolutions and worked with the software development team to package and push the resolutions to client systems. Also, wrote technical documents to accompany various resolutions and software installs.
- Reviewed and assisted in the development of a Standard Operating Procedures document detailing the complete support coverage of my team including service level agreements and Continuity-of-Operations coverage.

May 2002 – Aug 2002 GAITS, Desktop Support - Level 2 Engineer (DMS – GSA U.S. Government Contract)

- Supported local and remote laptop/desktop machines running Windows 98, Windows 2000, and Windows NT Workstation 4.0, in several different platforms per the user's needs/organization. Also, supported and setup MAC OSX machines with software, hardware and network configurations.
- Provided technical assistance and support for over 3000 government employees running applications such as Microsoft Office, MS Project (and other Microsoft based applications), McAfee, Lotus Notes, Internet Explorer, Citrix Client, VPN, Dialup services and various other third party applications.
- Configured Lotus Notes Email Client setups per detailed standards.
- Troubleshoot PC and printer hardware issues, including but not limited to hard drives, network cards, video cards, duplex units, and CD-Writers.
- Assisted in Asset Management in the collection of data. Reconfigured 16 users as requested to be setup per standards set by an organization in a short time frame. Assisted MAC (moves,

adds, and changes) Team, outside of the desktop support team, in setting up PCs per their procedures.

- Answered help desk calls with assistance of Unicenter TNG Remote Control Option and Unicenter Service Desk.

June 2000 – Aug 2000 e.spire Communications Inc., Intern - Help Desk Support

- Answered help desk calls with assistance of SMS remote control software and Remedy ticketing system.
- Supported local and remote laptop/desktop machines running Windows 9.x and NT.
- Developed a backup script to assist in backing up data from client systems prior to reloads or foreseen failures.
- Assisted in the further development needs of their help desk and worked with management and other support groups to further the productivity of the help desk.

May 1996 – June 2000 AT&T, Technical Associate TCPA2 (Management)

- Managed user accounts, administration, server shares, backups, security controls and individual client network configurations for three local and two resource NT domains.
- Supervised a consolidation of 160 network printers from three local domains to a single domain resource.
- Created a local domain of six NT domain servers for training purposes, and one for use on a local domain for file serving.
- Developed a Windows 2000 Professional web server running Internet Information Server and FrontPage extensions for intranet sites to further share information among associates.
- Involved in the conversion of RARP servers issuing static IPs to implementing those systems on a DHCP service.
- Monitored and resolved problems on a four LAN, two-router network. This includes many switches, hubs, and cross connects that span a five-floor building.
- Supported local and remote laptop/desktop machines running Windows 3.x, 95, 98 and 2000, Windows NT Server 3.5 and 4.0, Windows NT Workstation 3.5 and 4.0, in several different platforms per the user's needs, and user support for HP UNIX Customer Care.
- Troubleshoot problems and provided technical assistance and support for clients running applications such as Microsoft Office, MS Project (and other Microsoft based applications), McAfee, 3270 emulators (IBM, Attachmate, EXTRA), Lotus Notes, Netscape, Internet Explorer, and several in-house created programs.
- Instrumental in the conversion of over 700 personnel from different legacy mail systems to a unified exchange server system.
- Trained and managed numerous contractors and associates on the inner-workings of the network and desktop support procedures.
- Directed numerous projects that impacted over 1,350 clients, and five different domains.

EDUCATION

George Mason University

- Bachelor of Science in Management, May 2001
Major: Decision Sciences and Management Information Systems
Summa Cum Laude w/GPA 3.889 (4.0 is the highest – U.S. University)
Member of Beta Gamma Sigma Business Honour Fraternity

Northern Virginia Community College

- Associate of Science, May 1999
Major: Business Administration, GPA: 3.86 (4.0 is the highest – U.S. College)
- Associates of Applied Science, May 1997
Major: Information Systems Technology, GPA: 3.91 (4.0 is the highest – U.S. College)
Both degrees: Summa Cum Laude, member of Phi Theta Kappa Honour Society