

Omari Brown

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CAREER OBJECTIVE: Seeking to work within a fast past help desk support environment, where I can transfer and utilize the knowledge of common-used concepts, and practices that I have obtained through classroom and professional experience within the Information Technology field.

ACTIVE TOP SECRET CLEARANCE (TS) w/ Full Scope Polygraph

EDUCATION

Everest College, Arlington, VA 2006 - 2008 Major: Criminal Justice Graduation: May 2008
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Fairmont Heights HS, Capital Hgts, MD High School Diploma – June 2004
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SKILLS

Windows Operating Systems
Basic experience w/ Microsoft Active Directory
Microsoft Applications
Problem Solving/Critical thinker
Active listener/information gathering & processing
Negotiator/service oriented
Troubleshooter/analyst
Coordinator/ Mission Driven
Crisis Management

PROFESSIONAL EXPERIENCE

Tech USA – McLean, VA

September 2010 – August 2014

Network/Desktop Technician

- Responsible for conducting technical meetings with customers regarding network infrastructure drawings of proposed floor plans;
- Review various forms and documentation to provide an accurate build to installation packages;
- Perform cable installations inside and outside buildings by creating openings for cable pathways, installing pulling medium in cable pathways, laying out and installing cable and supports, inspecting and preparing cables for installation, and installing fiber backbone and copper cables;
- Terminate/splice cables by installing mounting equipment, fiber and copper terminating and splicing components, electrical protection equipment, grounding, bonding connections/cables, cross connecting and patching cables;
- Label cable systems as Unshielded Twisted Pair (UTP), Shielded Twisted Pair (STP), Screened Twisted Pair (ScTP);
- Test installations by confirming network and internet connectivity of hardware and components;
- Assist customers with a variety of concerns involving software, hardware, and network issues, as well as, other help desk related problems which include unlocking user accounts, and resetting passwords;
- Provide technical assistance through the Remote Console, as well as, via telephone;
- Log and track inquiries using Remedy Action Reporting database system;
- Identify, evaluate and prioritize customer problems and complaints to ensure that inquiries are successfully resolved.

Dell Perot Systems – McLean, VA

January 2010 – September 2010

Help Desk Tier I

- Handled calls on the Call Distribution System, and provided assistance to customers in a high volume center;
- Assisted customers with a variety of concerns involving software, hardware, and network issues, as well as, other help desk related problems which include unlocking user accounts, and resetting passwords;
- Pushed web certificates and other general help desk processes;
- Provided assistance for new employees logging onto their workstation for the first time;
- Provided technical assistance through the Remote Console, as well as, via telephone;
- Resolved and/or escalated technical problems as appropriate towards Tier II;
- Logged and track inquiries using Remedy Action Reporting database system;
- Identified, evaluated and prioritized customer problems and complaints to ensure that inquiries are successfully resolved;
- Troubleshoot network servers using ipconfig and ping protocols.

Prince Georges County Police Academy - Lanham, Md.

August .2009 – December 2009

Student Officer

- Obtained high quality training with applicable rules and regulations of the Maryland Police and Correction Training Commission (MPCTC).
- Acquired knowledge of maintaining order within assigned patrol area;
- Experienced enforcing criminal laws mandated and authorized by the State and local laws, as well as ordinances;
- Acquired report writing skills.

Omniplex World Services – Arlington, VA

March 2009 – August 2009

Access Control Officer

- Provided security patrols around building perimeter;
- Maintained security related personnel escort duties, as well as, traffic and parking control;
- Provided law and order duties, as well as security and fire safety surveillance.