

KEVIN MELANSON

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Help Desk Analyst – Fort Detrick, MD
US Citizen: Yes
Direct Hire: Schedule A – 5 CFR 213.3102(u)
Clearance: Interim Secret

COMPUTER SKILLS

Certifications: CompTIA Security+, CompTIA Network+, CompTIA A+,
 US Department of Veterans Affairs Voluntary Services Certification (3 years)

Course Work Completed: CompTIA Security+ Certification Class (completed 4/6/2017),
 CompTIA Network+ Certification Class (completed 7/21/17),
 CompTIA A+ On Ramp, Codecademy Learn SQL, Codecademy Learn
 Command Line

Operating systems: Windows 7, Windows 8, Windows 10, Android, iOS

Application Software: MS Office Suite: Excel, Word, PowerPoint, and Outlook

Type: 68 words per minute (98% accuracy)

EDUCATION

Purdue University
B.S. degree: Hospitality and Tourism Management – GPA 2.89
Minor: Computer Science (24+ Semester Hours)
Superior Qualifications: GPA 3.17 (Final 2 years of classes)

WORK EXPERIENCES

Help Desk Analyst 02/13/2018 – Present

Employer: Metro Systems, Inc. for CACI International
Address: 1671 Nelson St #213, Frederick, MD 21702

- Provide global Tier 1 customer support to DoD and HQDA (Headquarters Department of the Army) military, civilians, and contractors in order to help them solve IT questions as quickly as possible.
- Regularly map network drives, assist customers with unblocking CAC cards, create, map, and repair PST files to archive Outlook mail, help ensure remote customers are connected to VPN, VoIP phone troubleshooting, and more.
- Update CAC certificates to ensure customers can send/receive encrypted emails, login to government sites, and protect their identities.
- Use Remedy ticketing system to communicate messages from Generals, SES, Honorable, and more to the appropriate hardware and/or software teams to resolve their issue.
- Actively research, verify, document, and troubleshoot using Active Directory (AD), Remedy, Dameware, Outlook, How2: Work Instructions, Google, networking, and more.
- Assist customers with NIPR and SIPR full-access account creations, modifications, and disablements.
- Made a Work Instruction for the office to help any customer manually connect to Skype for Business.
- Customers sent 7 positive ICE (Interactive Customer Evaluation) comments to management about me.
- Received excellent Quality Assurance (QA) reviews every month: 100% June QA score.

Electronics Mechanic 05/07/2015 – 02/12/2018

Employer: US Department of Veterans Affairs
Address: 50 Irving Street NW, Washington, DC 20422

- Support Electronics Mechanic with regular visits to Community Living Center (CLC) to help confirm their LAN Wanderguard is working properly and learn of new topics they need, such as sensor malfunctions and false positives corrections, which may require calls escalated to product line specialist in New England.
- Troubleshoot and repair footwalls in Mental Health Ward to support doctors, nurses, and patients.
- Assist Electronic Mechanics with installation and maintenance of new monitors above the nurses' desk in MICU so they can operate and maintain a safer department.
- Help Electronics Mechanics install laptops and scanners for multiple workstations in Dialysis.
- Reduce VA expenses by using a multimeter and other troubleshooting steps to help fix damaged computer hardware, including electronic monitors, laptops, and med carts. May route calls to product line specialists if troubleshooting requires escalation.
- Perform monthly, semi-annual, and annual tests of vital signs monitors at the hospital and defibrillators used in the operating rooms.
- Help Electronics Mechanics with ongoing checks to confirm video-processors in Radiology are working correctly, troubleshooting malfunctioning computer hardware, software, network, and telecommunications system, and assist Electronics Mechanics with installing new equipment.
- Actively bring med cards from Sub-basement to help Electronic Mechanic troubleshoot, repair, and distribute working med carts to hospital.
- Supervisor qualifies this weekly Electronic Mechanics volunteer work equal to a GS-11.

Personal Trainer and Equipment Specialist 04/23/2015 – Present

Employer: Fitness International

Address: 314 Copley Place, Gaithersburg, Maryland 20878

- Regularly receive performance review of "A" for providing exceptional customer service and following company policies effectively.
- Help Equipment Repair Technician troubleshoot and fix equipment throughout the facility.
- Daily tests, functional and visual, used to verify equipment is operating correctly. If necessary, troubleshooting and documenting issues so they are recorded and fixed in a timely manner.
- Disassemble, repair, and reassemble broken equipment, including televisions and audio component, to help members feel like they are at a top-of-the-line facility.
- Alert management to recurring problems of unauthorized trainers using the facility.
- Train certified personal trainers on proper ways to earn promotions to master trainers while following company guidelines.
- Ensure availability to help the organization reach monthly sales goals by utilizing multiple department cross-training, developing a new on-site class, and welcoming on-call assignments.
- Created a new class to express knowledge to individuals and groups more effectively.
- Helped company, by earning Personal Training certificate when it lost its last certified trainer.
- Received promotion to Master Trainer in shortest period of time – 3 months.

Account Manager and Equipment Specialist 08/29/2014 – 03/20/2015

Employer: OARCA, Inc.

Address: 10616 Metromont Parkway #202, Charlotte, North Carolina 28269

- Earned top salesman of two offices in the first week - selling nine DirecTV accounts in five days.
- Received multiple awards as top sales representative of the office.
- Provided IT support to the office network printer which resolved technical problems and kept operations running smoothly.
- Helped colleague and teammate earn a promotion to Account Manager in three days.
- Answered and responded to inbound calls/emails, 24/7/365, in a timely and professional manner in order to maximize current and/or future customer relationships.
- Learned DirecTV interviewing techniques to help the office hire high-powered salesman.
- Achieved leadership standards, on a regular basis, which helped the office reach its sales goals and improved its ranking throughout the nation.

Founder, President, Sales Manager 03/11/2011 – 12/31/2013

Employer: 729 Vending, LLC.

Address: 7704 Brickyard Road, Potomac, Maryland 20854

- Purchased, installed, and maintained expensive Breathalyzer vending machines for business owners for free in four locations, recovering the initial investment within two years.
- Provide 24/7/365 Tier 1 support at a Help Desk to meet and/or exceed established Service Level Agreements (SLA's) with internal and/or outside customers.
- Maintained and updated records in MS Excel to keep revenue, profit, and expenses organized.
- Created PowerPoint instructions to inform customers of proper usage of vending machines.
- Delivered multiple interviews to ABC, Fox, NewsChannel8, Washington's Top News radio (WTOP), and Walt Whitman High School.