Allen Reshford

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Odenton, MD 21113   reshfordallent@gmail.com

Citizenship:	United States of America
Federal Status:	IT Specialist, GS-2210-12
Veterans' Preference:	5-point
Security Clearance:	Active

OBJECTIVE: IT Specialist, GS-2210-5/15
Announcement #AFPC-ITDHA-10000463-2210

PROFILE:

Accomplished Information Technology Specialist with a solid experience in producing efficient systems and developing software to support the organization's mission. Expert at facilitating the implementation of technology solutions to improve operations efficiency. Experienced in analyzing, designing and implementation of the structural framework to align with overall mission goals. Effective in planning, configuration and management of the systems in support of the IT architecture. Adept at planning and delivery of customer support services. Proficient in telecommunications systems and satellite communications.

WORK EXPERIENCE:

Social Security Administration, Woodlawn, MD   May 2010 – Mar 2016
Information Technology Specialist $59,654/year
Supervisor: Chris Buck, christianchrisbuck@yahoo.com   40 hours/week

- Planned and coordinated the process of subject matter analysis and software testing in order to implement and maintain networking systems.
- Designed and developed new ESD applications by providing guidance and technical support to the team of programmers.
- Formulated requirements for complex systems design; provided recommendations on development methods and techniques.
- Coordinated analysts in the process of setting priorities, analyzing design approaches and implementation of applications software.
- Maintained record of data communication transactions; resolved technical issues.

Telecommunication Tech, Inc., Woodlawn, MD   Sept 2005 – May 2010
Information Technology Specialist $45,714/year
Supervisor: Amanda Lee, supervisor_lee_am@yahoo.com   40 hours/week

- Ensured ongoing technical support in the administration of software applications.
- Administered telecommunications contracts and provided guidance in managing SSA integrated networks.
- Achieved telecommunications objectives (such as technology development and data integration) by coordinating with programmers and other IT Specialists.
- Developed modifications to be implemented for the telecommunications systems and services to improve operating procedures and controls.
- Conducted negotiations with government agencies and private sector companies on possible cooperation strategies.
- Oversaw the daily performance of telecommunications systems and diagnosed malfunctions.

Department of the Army, Sacramento, CA   Feb 1999 – Sept 2005
Information Technology Specialist (Network) $26,714/year
Supervisor: Roger Lopes, SHlopes@gmail.com   40 hours/week

- Installed and repaired hardware, software and telecommunications equipment.
- Monitor the performance of computer systems to identify malfunctions and problems.
- Ensured optimal performance of systems through preventive maintenance programs.
- Administered computer networks and performed data backup.
- Initiated changes to enhance network performance; determined software requirements to implement the changes.
- Analyzed system records to identify repairs or replacement needs.
- Gathered data pertaining to user needs; identified and evaluated network requirements.

EDUCATION:

University of Maryland, College Park, MD
Bachelor of Science in Information Technology

University of Maryland, College Park, MD
Associate of Science in Business

TRAINING:

Pro Training Center, Woodlawn, MD
Project Management

US Army Signal Center, Fort Gordon, GA
CCNA Certification

US Army Training Center, Fort Gordon, GA
CompTia A + Certification

TECHNICAL SKILLS:

- Application Development
- IT Architecture
- Project Management
- Data Analytics
- Technical Support
- Network and Database Administration
- Telecommunications & Security Systems
- IT Optimization
- Process Improvement Tools