ANTHONY L PATERNOSTER JR

TECHNERDTONY.COM
Cell:(814) 573-5455

CERTIFICATIONS

➢ Network +
➢ A+
➢ Security +

TECHNOLOGY SKILLS

➢ Active Directory
➢ MS Exchange
➢ Windows Server Admin
➢ MS Routing/Remote Access
➢ SharePoint Administration
➢ MS SQL Server

EDUCATION

Bachelor of Science   Mercyhurst University
 Major: Computer Information Systems / Web Development   GPA: 3.48
Associate in Specialized Business   Fortis Institute
 Major: Computer Information Systems / Networking   GPA: 3.91
Associate in Specialized Business   Community College of the Air Force
 Major: Finance & Accounting   GPA: 3.35

RELATED COURSEWORK & SKILLS

➢ PC Technical Support
➢ MS Windows Server
➢ Linux Operating Systems
➢ OS Fundamentals
➢ MS Windows Active Directory
➢ PC & Network Security
➢ MS Exchange Server
➢ MS SQL Administration
➢ Designing MS Windows Server Directory

IT SYSTEMS KNOWLEDGE BASE

➢ Symantec Endpoint Encryption
➢ IBM Filenet, Pega and Weblogic/Service- Oriented Architecture (SOA)
➢ Citrix Access Gateway
➢ Storage Area Network (SAN) solutions
➢ Microsoft System Center Configuration Manager (SCCM)
➢ Service Now (SNOW)
➢ Cisco Switches and Routing
➢ FEE Basis Claims

ACCOMPLISHMENTS & AWARDS

➢ 10 Time Customer Service Award Winner (VA Medical Center)
➢ Top Performer Award (Defense Finance and Accounting Service)
➢ EUO Employee of the Quarter 4th Quarter FY24

WORK EXPERIENCE:

Department of Veteran Affairs   IT Specialist (Customer Support) OIT/DevSecOps/ECO/IPM/MIM   9/2021 to Present
Pay Grade/Series: GS-2210-12

➤ Monitoring Service Now for Priority 1 Critical and Priority 2 High tickets and maintaining oversight of all proposed Major Incidents.
➤ Creating and maintaining documentation on networks, systems, applications, and databases to include historical and trending information.
➤ Managing and coordinating all activities necessary to respond to, record and resolve highly complex incidents by determining, acquiring, and managing the resources needed for the quickest resolution.
➤ Understanding of IT Service Management (ITSM), Information Technology Infrastructure Library (ITIL), and related tools involving the service lifecycle, lifecycle stages, processes, and their contribution to service management practices.
➤ Liaison for central communications point for all incidents managed by the organization and accountable for the end-to-end incident management process.
➤ Providing IT technical support related to the implementation of enterprise OIT policies and procedures.
➤ Researching, evaluate and provide feedback on problematic trends and patterns in customer support requirements.
➤ Maintaining Service Portal announcements throughout the duration of the shift while updating for all active Major incidents.

Erie VA Medical Center   IT Specialist (Customer Support) OIT/DevSecOps/EUO/ITOP   6/2013 to 9/2021
Pay Grade/Series: GS-2210-11

➤ Troubleshooting, installation, removals, moves, systems knowledge assistance and/or training.
➤ Plan and deliver touch labor customer support services that includes configuration, installation, upgrades, and troubleshooting hardware and software components at the activity site or remotely of desktop hardware, peripherals, laptops, blackberry's, Commercial Off the Shelf (COTS) software, in response to customer's submitted trouble tickets.
➤ Design, build, implement, and maintain a knowledge management framework that provides end-users access to the organization's intellectual capital as well as SharePoint Administration duties as assigned.
➤ Planning and delivery of technical support services including troubleshooting, installation, removal, moves, systems knowledge, assistance and/or training in response to customer requirements.
➤ Installing, maintaining, monitoring, and providing backup and recovery support for database systems.
➤ Troubleshooting and resolving end-user incidents and requests which include, but aren't limited to, the creation, updating and administering of user accounts, network rights, and access to the VA's network, as well as other Active Directory tasks.
➤ Identify problems using structured problem resolution approaches, and work with network specialists, applications developers, system administrators, and security specialists to prevent recurring problems.

MILITARY SERVICE:
United States Air Force   *Honorable Discharge*

Anderson Air Base   Yigo, Guam   *Deputy Disbursing Officer*   8/2003-5/2004

➤ Chief Disbursement Officer

Kunsan Air Base   South Korea   *Chief of Military/Travel Pay*   7/2001-8/2003
➤ Supervised Travel Pay team and daily activities of Military/Travel pay section

Offutt Air Base (DFAS)   Omaha, NE   *Vendor Pay Technician*   7/1999-7/2001
➤ Reconciled/processed payments for DOD contractors

References:
*Available upon request