

Daniel P. Cosner

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OBJECTIVE

Seeking a challenging technical support position that will provide an opportunity to utilize my experience and graduate level education to contribute to my future company's mission and growth objectives and to develop and expand my career.

EDUCATION

CompTIA Security+ Certification December 2014

Master of Science, Applied Information Technology (GPA: 3.8) May 2012
George Mason University, Fairfax VA

Bachelor of Science, Information Technology (GPA: 3.6 – Cum Laude) May 2010
George Mason University, Fairfax VA

- Four Year Academic Excellence in Information Technology Certificate (May 2010)
- National Society of Collegiate Scholars/National Honor Society (2007 – 2010)
- Alpha Lambda Delta/National Freshman Honor Society (Spring 2007)

WORK EXPERIENCE

General Dynamics Information Technology Chantilly, VA
Account Manager (TS/SCI with Polygraph) October 2017 – Present

- Create, Modify, Terminate computer user accounts
- Create, Modify, Delete distribution/security groups
- Modify shared folder, calendar and shared mailbox permissions
- Develop PowerShell scripts to greatly improve work productivity of Account Management Tasks

General Dynamics Information Technology Chantilly, VA
Service Desk Technician (TS/SCI with Polygraph) October 2016 – October 2017

- Assisted customers over the phone resolve hardware/software issues
- Responded to and processed customer emails
- Trained new employees

Alta IT Services, contractor for Hewlett Packard Enterprise Herndon, VA
Tier 1 Help Desk Technician December 2013 – October 2016

- Assisted over 95 Federal agencies throughout the United States with the administration of the Personal Identification Verification (PIV) credential
- Assisted customers over the phone resolve hardware/software issues
- Trained new employees
- Conducted inventory calls

W-Retail, vendor for Wegmans Food Markets, Inc. Fairfax, VA
Customer Service Representative August 2013 – November 2013

- Managed spices: Ordering, receiving, sorting/inventorying, stocking shelves, back stocking

Wegmans Food Markets, Inc. Fairfax, VA
Customer Service Representative June 2007 – November 2013

- Ordering, receiving, stocking, back stocking, new employee training