



ce

# 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**

**Master of Science, Applied IT**, George Mason University (GPA: 3.8) May 2012

**Bachelor of Science, IT**, George Mason University (GPA: 3.6 – Cum Laude) May 2010

- 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)
- Senior Capstone Design Project (August 2009 – May 2010)  
  - Collected/Analyzed/Documented Data/Information and Proposed a process improvement for collecting, transporting, safeguarding and tracking custody of suspicious fire evidence for the Fairfax Country Fire and Rescue Department’s Office of the Fire Marshal.

## **CERTIFICATIONS**

**ITIL Foundation V3** September 2017

**CompTIA Security+ CE** December 2014

## **WORK EXPERIENCE**

**General Dynamics Information Technology**, Chantilly, VA September 2017 – Present

- Clearance: TS/SCI with Polygraph
- System Administrator/Account Manager
  - Creating, deleting and modifying Active Directory objects

**General Dynamics Information Technology**, Chantilly, VA October 2016 – September 2017

- Clearance: TS/SCI with Polygraph
- Service Desk Technician
  - Assist customers over the phone in resolving hardware/software issues
  - Trained new employees

**ALTA IT Services, Contractor for HP Enterprise**, Herndon, VA December 2013 – October 2016

- Tier 1 Help Desk Support: assisted over 95 Federal agencies throughout the United States with the administration of the Personal Identification Verification (PIV) credential
  - Assist customers over the phone to resolve hardware/software issues and answer policy questions
  - Trained new employees
  - Collecting & spread sheeting help desk statistics for supervisor

**Wegmans Food Markets, Inc.**, Fairfax, VA June 2007 – November 2013

- Customer Service, ordering, receiving/offloading trucks, sorting/inventorying, stocking shelves/tagging, new employee training