

# WORK EXPERIENCE

# NYIESHA PETTAWAY

## CONTACT

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### WEBSITE:

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## Serco / Network Administrator

August 2022 – Current

Full-Time - Contract

- Support PC refresh efforts such as Windows upgrades
- Support government phone efforts such as Purebred or other technical upgrades
- Support account creations for NMCI users, troubleshooting CAC issues, and assisting users with technical issues
- Provide regional and local level design and installation support to Navy-wide Operational Technology (OT) initiatives and programs for specific instantiations within regional networks
- Maintain and securing regional and local level OT systems in accordance with Navy directives
- Ensure connectivity and integration with regional monitoring and enterprise management services
- Troubleshoot system outages and network connectivity issues; engaging with program-level support personnel, base-level communications, and regional staff to resolve issues
- Ensure OT systems adhere to cybersecurity principles and support any local IA initiatives designed to secure and accredit existing OT system
- Provide support to resolve technical issues that arise during sustainment, including Maintenance trend analysis, technical issue resolution, interface with OEM, analysis of alternatives, and proposing solutions to improve uptime and readiness for locally installed systems
- Perform administration and maintenance of network infrastructure hardware and components
- Monitor and maintaining servers physical and virtual network switches and routers, workstations, Laptops and Multi-function Devices (printers) on the network
- Create and maintain documentation of physical and logical connectivity of network devices
- Research and recommend network products based on customer requirements
- Provide customer support to include receiving calls for network connection, troubleshooting network issues/outages, process firewall change request and answer general network questions
- Coordinate with vendors and other Government agencies to provide support for network devices
- Respond to incidents elevated from the Enterprise Desktop Support and Information Assurance Management section related to network matters/security incidents and resolve the incidents as directed by the Region N6
- Monitor the Enterprise Operations Console, and document and report network related incidents, looking for indications of network related incidents
- Manage and configure Access Control List (ACL) on SIPR

- Maintain the Wireless Device Inventory and update, distribute and program wireless devices
- Perform routine network administration tasks such as opening/closing of network ports

**SAIC, Help Desk Analyst/ Naval Nuclear Propulsion Information (NNPI) Agent**

August 2022 – Current

Full-Time – Contract

- Operates as the initial point of contact for customers via telephone, email, or live chat to provide technical support of hardware, systems, sub-systems and/or applications.
- Interacts with the end-user to resolve the user's technical issues.
- Takes detailed notes of the problem the user is experiencing, determines steps they can take to resolve the issue, and manages the flow of incoming support requests.
- Remotely accessing the user's computer and making changes to their system and settings by navigating around application menus or may be required to remote into customer's computer to fix an issue.
- Develops and sustains a productive customer relationship, making the customer and their needs a primary focus.
- May escalate complex problems to higher-level IT support specialists and experts if they are unable to resolve the issue on their own.
- Provide supervisors or specialists with notes regarding the problem, steps they have already taken to resolve the issue, and their diagnosis of the user's problem.
- Support users by performing system tests and updates after they complete their troubleshooting and necessary repairs.
- Support department-wide operations by supporting the creation, editing, and maintenance of IT documents.

## EDUCATION

**Old Dominion University – Cybersecurity - Bachelor of Science (B.S) –**

August 2021 – Current

**Tidewater Community College – Cybersecurity - Associate of Applied Science (A.A.S)**

August 2018-May 2021

## SKILLS

- ❖ Experience with repairing Outlook and Teams. Office 365.
- ❖ Microsoft Support and Recovery Assistant (MSRA)
- ❖ Remote Desktop Connection (RDC)
- ❖ Re-mapping hard drives, share drives, personal storage files (PST), and printers
- ❖ Group policy updates
- ❖ MTU reset
- ❖ Active Directory
- ❖ HPSM ticketing system
- ❖ Uninstalling and reinstalling software: Citrix, Adobe Pro, Adobe DC, Desktop Validator, etc.
- ❖ ActivClient/ID update
- ❖ 20H2 update
- ❖ Windows Profile rebuild
- ❖ Running scripts with PowerShell and Command Prompt