

# NEAL H. JACOB, MCP, MCDST

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## **Senior Information Technology Specialist with Comprehensive Background**

### **PROFILE**

Expertise in network and systems administration and support. Record of delivering projects on time and within budget. Implemented and maintained global systems supporting thousands of users. Resourceful and tenacious problem solver. Interacts positively with technicians, customers, and laypersons. Adept at utilizing social media to enhance internal and external communication. Designed and developed websites with broad functionality.

### **TECHNICAL EXPERTISE**

**Operating Systems:** Windows 7, XP/2000/NT, UNIX, Sun Solaris, and Mac OS

**Software:** Remedy, Adobe Acrobat, FTP, PuTTY, Norton Ghost, PC-based COTS, Blackberry Desktop Manager, Avaya, Message Manager, Trend Micro Anti-virus Console, MS Office (2003, 2007, 2010), Firefox, Internet Explorer, Safari, Windows Mobile, and Goldmine

**Tools:** Active Directory, MS Exchange, HP OpenView, UNIX Tools, PINE, VI, FTP, TELNET, SSH, Checkpoint VPN, Siebel Ticketing System, Webmetrics, and Microsoft Systems Management Server (SMS)

**Mobile Devices:** Blackberry, PocketPC, and SmartPhone

**Social Media:** Facebook, LinkedIn, and Twitter

### **CERTIFICATIONS**

- ▶ Microsoft Certified Desktop Support Technician
- ▶ Microsoft Certified Professional

**US Government Background Investigation:** Public Trust

### **PROFESSIONAL EXPERTISE**

**PIPELINE SOLUTIONS, INC.**, Alexandria, VA & **WYMOND ASSOCIATES, INC.**, Alexandria, VA  
*Contracted to United States Patent & Trademark Office, Universal Laptop Project (contract holder changed in September, 2011)*

**Technical Support Specialist** (2011 – Present)  
Member of Advanced Problem Resolution Team for the USPTO Universal Laptop Project. Received reports of bugs or other issues from Beta Testers of the ULP, triaged reports, and distributed to the appropriate teams. Provided Tier III phone, e-mail, and in-person support to ULP Beta testers. Provided Tier III phone and Desktop Support to Windows 7 and Office 2010 users.

**ULTRADNS** (A NeuStar Service), Sterling, VA

*Company providing global and local DNS solutions to 20+ million domains worldwide.*

**MDNS Support Analyst**

(2009 – 2010)

Evaluated, diagnosed, and resolved issues concerning DNS Zone Records, A Records, CNAME, MX Records, NS Servers. Corrected problems with Web forwarding, mail forwarding, Web monitoring, and other UltraDNS products.

- Maximized productivity via use of Siebel Ticketing System and Webmetrics.
- Performed basic test scripting in conjunction with Webmetrics.
- Achieved excellent ticket resolution rates while providing expert assistance.

**NRTC** (National Rural Telecommunications Cooperative), Herndon, VA

*Cooperative organization providing telecommunications solutions (cell phone, satellite TV, Internet services) to rural communities.*

**Desktop Support Specialist**

(2005 – 2008)

Provided computer and mobile communications support to 80 remote and on-site users. Reported directly to Vice President of IT. Diagnosed and resolved network, PC, laptop, and workstation issues. Administered phones using Avaya Tools, facilitated phone moves, and performed system upgrades. Configured workstations and laptops. Deployed software and operating systems patches to workstations.

- Created accounts, optimized network operations, and improved server performance.
- Planned and led company-wide migration of all systems from Office 2003 to Office 2007.
- Configured all sales staff laptops with Goldmine.

**MCI WORLDCOM**, Ashburn, VA

*Global leader in delivering broadband and other wireless and wireline communications services to mass market, business, government and wholesale customers, producing hundreds of billions of dollars in revenue.*

**Internet Abuse Investigator**

(2000 – 2004)

Investigated possible violations of AUP (acceptable use policy) at MCI corporate headquarters, including Spam reports, denial of service attacks, unauthorized access (hacking), and other security issues. Cooperated with local, state, and federal law enforcement agencies, judicial system, and legal staff regarding subpoenas, warrants, and provision of documentation.

- Earned "Federal Bureau of Investigation Letter of Appreciation" for agency assistance.
- Contributed to positive resolution of emergency conflicts, such as bomb threats or suicide threats.

**EARLY CAREER:**

*Encompasses **Technical Support Specialist** positions for municipal, educational, and government entities.*

**Jack B. Larsen & Associates (contractor to GE Transportation Systems)**, Erie, PA

**Young Life**, Colorado Springs, CO

**Aspen Systems, Inc.**, Rockville, MD

**Bureau of National Affairs, Inc.**, Washington, DC

**Gannett Company, Inc.**, Arlington, Virginia

**EDUCATION**

**COMPUTER LEARNING CENTER**, Springfield, VA

**Certificate:** Computer Operations

**MONTGOMERY COLLEGE**, Rockville, MD

**Major:** Television & Radio Communications