

Anthony Washington
6863 Flatstone Pass
Converse, Tx 78109
210-649-5655
awash100@gmail.com
[linkedin.com/in/antconsultant](https://www.linkedin.com/in/antconsultant)

Summary:

Highly skilled IT professional with over 5 years of experience in the field, boasting expertise in software development, network administration, and project management. Focused on delivering cutting-edge solutions that drive business growth, I am equipped to tackle complex technical challenges and communicate effectively with both technical and non-technical stakeholders. My track record showcases successful leadership of cross-functional teams and timely delivery of projects within budget.

Technical Skills:

- Network Administration: TCP/IP, DNS, DHCP, WAN, LAN, VPN
- Automation: UiPath, Blue Prism, Automation Anywhere, Ansible
- Software Development: Python, C++, Bash, VBScript
- Project Management: Agile, Scrum, Waterfall, JIRA, Trello
- Operating Systems: Windows, Linux, macOS
- Databases: MySQL, Oracle, Microsoft SQL Server
- Virtualization: VMware, Hyper-V, Proxmox
- Cloud Computing: Azure, AWS, Google Cloud

Work Experience:

Jr. Systems Engineer
Woodrow Technologies
August 2022 – Present

- Design, implement, and maintain enterprise-level systems and applications.
- Manage Active Directory and Group Policies to ensure secure access and permissions for medical staff and patients.
- Collaborate with IT and medical staff to identify and address technical issues while maintaining HIPAA compliance.

- Troubleshoot and resolve hardware and software issues such as Microsoft 365 applications such as Teams, SharePoint, and OneDrive for medical office collaboration and document management.
- Develop and maintain technical documentation.
- Implement automation solutions to streamline workflows and improve system performance.
- Manage system backups and disaster recovery protocols.
- Install, configure, and maintain servers and network devices.
- Provide technical support to end-users as needed

IT Support Specialist II

Marriott International

March 2021 – August 2022

- Promoted from IT Support Specialist I after 6 months due to outstanding performance.
- Track & monitor problems to ensure a timely resolution and document each helpdesk ticket.
- Troubleshoot and resolve desktop, laptop, mobile device operational and connectivity problems.
 - Develop, contribute, and maintain service desk documentation including procedural and work instructions.
 - Provide initial LAN/WAN, computer hardware, Windows, Microsoft Office and remote communication support.
 - Assist SCRUM Team with SCRUM related activities including system configuration and quality assurance.
 - Assist with small-scale department projects involving rollouts, deployments, and upgrades.
 - Serve as subject matter expert for end user technologies, systems and applications.
 - Deliver reactive and proactive activities according to service level agreement to ensure customer satisfaction and loyalty.

Principal, Marketing Manager, Hiring Manager

Beloved Community Care

November 2020 – Present

We've taken very much an agile startup approach to this in-home caregiving business. The time from idea conception to invoicing for our first client was less

than 10 weeks by leveraging existing relationships along with effective systems and processes. My role consists of:

- Developing the brand message that is communicated to shareholders, clients, and personnel.
- Planning and executing ads across multiple channels in order to attract personnel.
- Collaborating with the marketing team and other departments.
- Monitoring and managing budgets and expenditures by developing relationships with third-party vendors.
- Creating training and documentation to improve business processes and support regulatory & compliance activities.
- Building and introducing innovative application development that can be leveraged to improve systems, security and infrastructure capabilities that produce the best outcomes for clients and personnel.
- Analyzing campaign results and providing ROI reporting to internal stakeholders and business partners.

Customer Care Specialist II

Harland Clarke

April 2012 - October 2020

- Assisted Clients and Customers via telephone, e-mail or chat with orders, inquiries and service requests.
- Worked on special assigned client programs.
- Assisted with development or update of policy, procedure, and form documentation.
- Helped generate innovative ideas for updated workflow solutions

Education:

Network Administration Technology, AAS

Northeast Lakeview, Universal City, Tx

December 2024

Studying For Cisco Certified Network Associate certification

Certifications:

- CompTIA A+
- UiPath Certified RPA Associate

References:

Available upon request.