

Evan G. Henry

Preferred Contact - Email: inquiry@evanhenry.work / Washington DC Metro

Technology-Enabled Agile Professional, with Functional and Technical Capabilities

Select Expertise & Technology Skills:

- Base Operating System Integration
- Performance Management/Troubleshooting
- Tier 1 Help Desk Lead
- OSI - Technical Compliance Standards Expert

Experience with varying levels of Data Center methodologies: Tier 1 Escalations, Customer Needs-Based Analysis, Physical Filed Hardware Testing, End-User Education.

Education / Internships / Certifications / Technical Systems Experience:

Education: Northern Virginia Community College (NOVA), Associate's Degree – Progress towards 2014 -Present. Anticipated graduation 2018. Studying for Security+ Certification.

Technical Applications Experience: MyTLC Scheduling, SAP, DayForceHCM, Linux, Retek, MS Office Suite, Windows OS

Experience:

Amazon Web Services - Ashburn, VA

Data Center Technician (June 2018 – Present)

Key Duties: Maintain Trouble Ticket queue to ensure end user satisfaction.

- Perform repairs, upgrades and maintenance on AWS servers.
- Isolation testing components to find root failures.
- Emergency response to critical failures causing company wide impact.
- Coordination with the parts acquisitional team to order parts for repairs when not in stock.

TEKsystems - Ashburn, VA

Data Center Technician (February 2018 – June 2018)

Key Duties: Maintain Trouble Ticket queue to ensure end user satisfaction.

- Isolate issues to determine and pinpoint host failure.
- Determine failure points in customer hosts for an expedient repair and placement back into service.
- Install new parts to hosts to maintain their reliability and longevity.

Lumber Liquidators LLC - Waldorf, MD

Store Manager (May 2016 – October 2017)

Key Duties: Manage Team Members to achieve and surpass productivity and financial goals.

- Train all new-hires on SAP operational use
- Mine, Analyze and Create weekly troubleshooting schedules forward for Region
- Commute State-wide for Regional **coverage** duties (Lynchburg, Roanoke, NOVA and other Hampton areas)

Best Buy - Leesburg, VA.

Deputy of Counter Intelligence (August 2010 – May 2016)

Key Duties: Supervise Store Solutions Experts (Geek Squad) [Promoted 4-times in tenure]

- Led all Trouble Ticket Analysis across all Technical Service Offerings
- Maintained all Staff Metrics, Goals and Teaming Solutions through use of management tools
- Led all Regional Store Sales Team Training for New Hires
- Led development of Protocols (still in place) for normalizing software (Outlook file repair, Software troubleshooting, Anti-Virus / Malware removal and Assessments of Hardware for Repair, Re-config or Action-Replacement)

Professional References Upon Request

PetSmart - Leesburg, VA.

Operations Manager (February 2009 to August 2010)

Key Duties: Supervised Store POS Teams.

- Designed and wrote POS Training for all PetSmart new hires on POS System.
- Managed Store Accounting and Balancing, Performed Analysis against safe funds, change orders and daily deposits.
- Assumed other managerial roles when needed.