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ACTIVE SECRET CLEARANCE · SERVICE DESK · VETERAN-OWNED FEDERAL IT

Barry Worthy

// Security+ · Service Desk · End-User Support · Federal IT Staffing



U.S. Army veteran and federal IT support professional with eight years in service desk and end-user support across Buchanan & Edwards, DMI and K-FORCE. Barry handles Tier 1 and Tier 2 support, Okta identity management, CAC/PIV single sign-on, Intune device setup and white-glove support for VIP users. He is also the Founder and Managing Member of Holt & Worthy Federal Services, a HUBZone certified, Veteran-Owned Small Business that provides service desk, end-user support and technical staffing to federal agencies and prime contractors. He holds an active Secret clearance and passed CompTIA Security+ after training with Accumentum.

Founder · Holt & Worthy Federal Services | Service Desk Analyst | Active Secret Clearance | CompTIA Security+ | Washington DC-Baltimore Area

LOCATION	Washington DC-Baltimore Area
OPENNESS	Open to roles
PATHLOCK	Not connected
STATUS	Best aligned for federal service desk, end-user support and IT operations roles
CLEARANCE	Active Secret
FOCUS	Service desk operations, identity and access support, endpoint management, technical staffing
LINKEDIN	www.linkedin.com/in/barryworthy
PUBLIC PROFILE	pathproof.accumentum.net/p/barry-worthy

01 By the Numbers

8

Years in IT Support

Service desk, desktop and end-user support work since October 2018 across K-FORCE, DMI and Buchanan & Edwards.

8

Years of Military Service

Served as an Automated Logistics Specialist with the Delaware Army National Guard from 2011 to 2019.

100%

Inventory Accountability

Directed logistics operations that kept 100% accountability for military assets and equipment.

7

Core Service Lines

Holt & Worthy Federal Services covers end-user, service desk, deskside, staffing, Microsoft 365, Active Directory and ServiceNow support.

02 Highlights

FOUNDER · HUBZONE · VETERAN-OWNED

Holt & Worthy Federal Services

Barry founded and leads a HUBZone certified, Veteran-Owned Small Business that supports federal agencies and prime contractors with end-user support, service desk operations, technical staffing and federal IT support.

HUBZone · VOSB · Technical Staffing · Federal IT

IDENTITY · ACCESS · SSO

Okta and CAC/PIV Account Support

Creates, activates, deactivates and resets Okta accounts, sets up Okta Verify for end users and configures CAC/PIV cards for single sign-on at Buchanan & Edwards.

Okta · CAC/PIV · SSO · Account Management

EXECUTIVE SUPPORT · TIER 1 AND 2

White-Glove VIP Support

Provides white-glove support for VIP users with fast resolution of high-priority executive issues across Office 365, mobile devices, networking and hardware.

VIP Support · Office 365 · Mobile Devices · MS Teams

ENTERPRISE WINDOWS · ENDPOINTS

Active Directory and SCCM/MECM

At DMI, Barry worked with Active Directory, Group Policy, Windows Server, DNS and DHCP, and used SCCM/MECM for imaging, deployments, software distribution and patching.

Active Directory · Group Policy · SCCM/MECM · ServiceNow

03 Experience

HOLT & WORTHY FEDERAL SERVICES · BALTIMORE, MARYLAND · FOUNDER · FEDERAL IT SERVICES — Nov 2025 to Present

Founder & Managing Member

- Leads a HUBZone certified, Veteran-Owned Small Business providing end-user support, service desk operations, technical staffing and federal IT support services.
- Core capabilities include Tier I to III end-user support, deskside support, Microsoft 365, Active Directory administration and ServiceNow support.
- Focuses on reliable, responsive, mission-focused IT support and staffing for federal agencies and prime contractors.

BUCHANAN & EDWARDS, INC. · WASHINGTON, DC · SERVICE DESK · IDENTITY — Sep 2022 to Present

Service Desk Analyst

- Provides Tier 1 and Tier 2 support for O365, mobile devices, networking and hardware by phone, email, chat and MS Teams.
- Manages Okta accounts, configures CAC/PIV cards for SSO and sets up Office 365 Intune on user devices.
- Performs firewall monitoring, malware protection and database maintenance, and writes SOPs that streamline help desk workflows.

Continued · pathproof-barry-worthy

UNITED AIRLINES · CUSTOMER OPERATIONS

Mar 2019 to Present

Customer Service Specialist

- Resolves complex traveler disruptions, including flight rebooking and reservation changes under tight deadlines.
- Ensures strict compliance with FAA regulations and safety policies during aircraft arrivals and departures.

DMI · WASHINGTON DC-BALTIMORE AREA · SERVICE DESK · ENTERPRISE IT

Mar 2019 to Oct 2022

Service Desk Analyst & IT Specialist

- Supported enterprise Windows workstations, accounts, software and network connectivity, including remote desktop troubleshooting and escalation.
- Worked with Active Directory, Group Policy, Windows Server 2016/2019/2022, DNS, DHCP, Exchange and Microsoft SQL to resolve identity, access and system issues.
- Used SCCM/MECM for imaging and patching, tracked incidents in ServiceNow and maintained documentation in ConnectWise.

K-FORCE · DESKTOP SUPPORT

Oct 2018 to Oct 2019

Information Technology Support Technician

- Provided desktop support, workstation troubleshooting, computer imaging, hardware deployments and endpoint support.

DELAWARE ARMY NATIONAL GUARD · MILITARY LOGISTICS

2011 to 2019

Automated Logistics Specialist

- Directed logistics operations with 100% inventory accountability for military assets and equipment.
- Maintained automated database records supporting operational readiness, supply chain logistics and rapid unit deployment.

04 Credentials & Qualifications

Vendor certifications are holder-asserted unless a live issuer check succeeded

COMPTIA

Security+

Passed CompTIA Security+ after training with Accumentum in October 2026.

CLEARANCE

Active Secret

Active Secret clearance supporting work in federal IT environments.

CERTIFICATION

HUBZone & Veteran-Owned / VSBE

HUBZone certified, with Veteran-Owned certification and Veteran-Owned Small Business Enterprise (VSBE) certification.

CERTIFICATION

Virginia SWaM & SBR

Virginia SWaM certification and Small Business Reserve (SBR) program certification.

Security+ · CompTIA — Holder-asserted

05 Technical Skills

// SERVICE DESK

Tier 1 and Tier 2 Support	Core · 96
Incident Tracking / ServiceNow	Core · 96
VIP White-Glove Support	Advanced · 88
SOP Documentation	Strong · 80

// IDENTITY

Okta Account Management	Core · 96
Active Directory / Group Policy	Core · 96
CAC/PIV Single Sign-On	Advanced · 88
Exchange Mailboxes	Strong · 80

// ENDPOINTS

Microsoft 365 / Office 365	Core · 96
SCCM/MECM Imaging and Patching	Advanced · 88
Intune Device Setup	Advanced · 88
Windows Server / DNS / DHCP	Strong · 80

// SECURITY

Network Security	Advanced · 88
Information Security	Advanced · 88
Risk Management	Strong · 80
Firewall and Malware Monitoring	Strong · 80

06 Let's Put Barry To Work

Best aligned for federal service desk, end-user support, identity and access support, endpoint management and IT operations roles, plus teaming and technical staffing partnerships with a cleared, veteran-owned small business.

07 Education

UNIVERSITY OF MARYLAND GLOBAL CAMPUS

Bachelor's Degree in Computer Science

In progress, with an expected completion of June 2027.

LACKAWANNA COLLEGE

Business/Commerce

General business studies, alongside his college athletics.

HOWARD UNIVERSITY

NCAA Football

Played running back and cornerback for the Howard University Bison.

ACCUMENTUM®

CompTIA Security+

Training with Accumentum in CompTIA Security+ in October 2026.

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Accumentum confirms the training and practical work completed with us. Certifications are listed by the professional, and many can be checked with the issuing organization in one click.

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