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Office of the Mayor
Gavin Buckley, Mayor
160 Duke of Gloucester Street
Annapolis, MD 21401-2517

AP-55-25

August 28, 2025

To: Alderpersons, City of Annapolis

From: Mayor Gavin Buckley

Re: Transportation Board appointment

Pending your approval, I would like to appoint Mr. Phinehas Doraisingh to the Transportation Board. Mr. Doraisingh is a resident of Ward 5 and this appointment fills a vacancy on the commission.

Phinehas Doraisingh
60 K Sandstone Ct
Annapolis MD 21403

A copy of his resume is attached.

Thank You.

GB/hrr

Reviewed by: <u>Transportation Committee</u>	
<input type="checkbox"/> Favorable	<input type="checkbox"/> Unfavorable
_____	<u>9/9/25</u>
Committee Chair	Date

Application Form

Profile

Phinehas

First Name

N

Middle
Initial

Doraisingh

Last Name

phinehasdoraisingh7@gmail.com

Email Address

60K Sandstone Ct.

Home Address

Annapolis

City

MD

State

21403

Postal Code

Are you a resident of the City of Annapolis?

Yes No

What ward do you live in? *

Ward 5

Home: (410) 490-7597

Primary Phone

Alternate Phone

Which Boards would you like to apply for?

Transportation Board: Submitted

Interests & Experiences

Are you an employee of the City of Annapolis?

Yes No

Do you do business with the City of Annapolis?

Yes No

Are you currently serving on any city boards or commissions?

Yes No

Work experience (please answer here or attach resume or CV)

Customer Service Specialist Maryland Judiciary – Annapolis, MD February 2025 – Present • Independently triage and resolve technical issues via phone, email, support tickets, instant messaging, and in-person interactions, ensuring timely and effective solutions. • Utilize in-depth knowledge of Judiciary Information Systems (JIS) to address user inquiries, including password resets, account troubleshooting, and software access support. • Monitor and manage JIS support tickets, ensuring proper assignment and adherence to resolution timelines. • Maintain confidentiality and professionalism while handling sensitive information and interacting with diverse stakeholders. • Adapt to evolving organizational needs, demonstrating flexibility and a proactive approach to problem-solving. • Proficient in Windows remote access, wireless network technologies, MS Office applications, and ServiceNow ticketing system. Service Desk Technician Leidos – Remote March 2023 – February 2025 • Administered Windows 10 environments using Active Directory, PowerShell, Command Prompt, Ivanti, and SCCM. • Managed Office 365 services, including Exchange and shared mailboxes. • Provided tier-1 support for iPhones via Apple Business Manager and Microsoft Intune. • Utilized ServiceNow to document and track customer interactions. • Configured and troubleshot Cisco AnyConnect VPN and Zscaler. • Deployed and uninstalled software remotely using Ivanti, SCCM, and BeyondTrust. • Administered Microsoft Entra for Windows Hello and MFA configurations. • Delivered support via phone, chat, and email channels. Tier 2 Technical Support Leidos – Remote March 2022 – March 2023 • Provided advanced technical support for complex issues escalated from Tier 1, ensuring timely and effective resolution. • Utilized SQL and Oracle databases to diagnose and resolve system-related problems. • • • Documented and tracked all customer interactions and technical issues using the ServiceNow ticketing system. • Collaborated with cross-functional teams to address and resolve customer inquiries, enhancing service delivery. • Maintained detailed records of customer interactions, processing accounts, and filing documents in compliance with company policies. Tier 2 Help Desk Technician ITCON Services – Remote June 2021 – March 2022 • Provided advanced technical support for complex issues escalated from Tier 1, ensuring timely and effective resolution. • Utilized SQL and Oracle databases to diagnose and resolve system-related problems. • • • Documented and tracked all customer interactions and technical issues using the ServiceNow ticketing system. • Collaborated with cross-functional teams to address and resolve customer inquiries, enhancing service delivery. • • Maintained detailed records of customer interactions, processing accounts, and filing documents in compliance with company policies. Tier 1 Technical Support ITCON Services – Vienna, VA March 2021 – June 2021 • Provided first-line support via phone and email, addressing user inquiries and technical issues. • • Utilized the RightNow ticketing system to log and track customer interactions. • • Assisted users with account access issues, including password resets and account unlocks. • Guided users through basic browser troubleshooting steps. • • Escalated unresolved issues to Tier 2 support, ensuring timely and effective resolution. • Assisted in account creation and provided site navigation support to enhance user experience. Customer Care & Technical Support Representative Blackboard Inc. – Remote July 2020 – February 2021 • Provided end-user support via phone, chat, and remote sessions using LogMeIn Rescue. • Utilized Salesforce to document and manage support tickets. • Assisted users with Microsoft Office 365, Zoom, and Blackboard Collaborate troubleshooting. • Resolved network connectivity issues and performed basic hardware setups. • Managed account access, including password resets and account unlocks. • Ensured compliance with FERPA by verifying user identities. • Processed orders for missing or damaged peripherals. • Executed DNS flushes and IP address resets via the command line. • Provided browser maintenance support and guided users through system navigation.

Educational background (Please answer here or attach resume or CV)

Bachelor of Science in Computer Networks and Cyber Security University of Maryland Global Campus, Adelphi, MD | Graduated: May 2025 Associate of Applied Science in Criminal Justice and Law Enforcement Anne Arundel Community College, Arnold, MD | Graduated: December 2021

Other experience (volunteer experience, memberships, etc.)

Eagle Scout from Troop 815 located in London Towne MD

Why are you interested in serving on a board or commission?

I'm seeking to join the transportation board because I believe effective, equitable transportation is fundamental to a thriving and inclusive community. As a resident of Annapolis with lived experience navigating the city without the consistent use of a personal vehicle, I've developed a deep appreciation for the strengths of our current infrastructure—and a clear perspective on where it could improve. I want to contribute to efforts that make Annapolis safer, more connected, and more accessible for all. I live with a combination of a regressive visual impairment and mild hearing loss, which increasingly limits my ability to drive. This has given me firsthand insight into the challenges faced by residents who rely on public transit, walking, or rideshare services to get to work, appointments, and other daily destinations. My perspective is shaped not only by necessity, but by the belief that a more accessible system benefits everyone—from seniors and students to those who are environmentally conscious or economically constrained. My professional background in the public sector has taught me the importance of thoughtful policy and community engagement. I'm committed to listening to residents, working collaboratively, and supporting evidence-based improvements that enhance mobility while reducing congestion and emissions. I believe I can offer valuable input as both a daily user of our transportation systems and as someone invested in long-term solutions. Joining the transportation board would be an opportunity to turn advocacy into action. I'm eager to contribute to a shared vision of a more accessible, efficient, and inclusive Annapolis—and to ensure that the voices of differently abled residents are part of that conversation from the start. Thank you for considering my interest.

[Transportation Board.docx](#)

Upload a Resume

References

Franck Alomassor franck.alomassor@gmail.com 301-318-7068 Praveen
Mukkamalapmukkamala@itcon-inc.com 703-896-6358

Demographics

Ethnicity

Asian or Pacific islander

Gender

Male

Sexual Orientation

Straight/Heterosexual

11/10/1995

Date of Birth

Phinehas Doraisingh

Annapolis, MD | 410-490-7597 | phinehasdoraisingh7@gmail.com |

https://www.linkedin.com/in/phinehas-doraisingh-7932211aa?lipi=urn%3Ali%3Apage%3Ad_flagship3_profile_view_base_contact_details%3B6%2B41jVrIR%2BCev9LI%2FfG15A%3D%3D

Professional Summary

Dedicated public sector professional with a strong commitment to equitable and accessible transportation. Brings firsthand experience navigating Annapolis without the use of a personal vehicle due to a progressive visual impairment, offering unique insight into the needs of pedestrians and transit-dependent residents. Skilled in cross-sector collaboration, community engagement, and policy analysis. Passionate about sustainable urban planning and infrastructure that supports all residents, including those with disabilities. Eager to contribute lived experience and strategic perspective to the Annapolis Board of Transportation.

Core Competencies

- **Technical Leadership:** Team management, performance evaluations, training, and development.
- **Service Delivery Optimization:** Incident management, SLA adherence, and process improvement.
- **Technical Proficiency:** Windows 10/11, Office 365, Active Directory, SCCM, and remote desktop tools.
- **Vendor & Budget Management:** Procurement, contract adherence, and cost optimization.
- **Compliance & Security:** Adherence to confidentiality, FERPA, and preservation of PII.
- **Communication & Collaboration:** Stakeholder engagement, reporting, and cross-departmental coordination.

Professional Experience

Customer Service Specialist

Maryland Judiciary - Annapolis, MD

February 2025 - Present

- Independently triage and resolve technical issues via phone, email, support tickets, instant messaging, and in-person interactions, ensuring timely and effective solutions.
- Utilize in-depth knowledge of Judiciary Information Systems (JIS) to address user inquiries, including password resets, account troubleshooting, and software access support.
- Monitor and manage JIS support tickets, ensuring proper assignment and adherence to resolution timelines.
- Maintain confidentiality and professionalism while handling sensitive information and interacting with diverse stakeholders.
- Adapt to evolving organizational needs, demonstrating flexibility and a proactive approach to problem-solving.
- Proficient in Windows remote access, wireless network technologies, MS Office applications, and ServiceNow ticketing system.

Service Desk Technician

Leidos - Remote

March 2023 - February 2025

- *Administered Windows 10 environments using Active Directory, PowerShell, Command Prompt, Ivanti, and SCCM.*
- *Managed Office 365 services, including Exchange and shared mailboxes.*
- *Provided tier-1 support for iPhones via Apple Business Manager and Microsoft Intune.*
- *Utilized ServiceNow to document and track customer interactions.*
- *Configured and troubleshot Cisco AnyConnect VPN and Zscaler.*
- *Deployed and uninstalled software remotely using Ivanti, SCCM, and BeyondTrust.*
- *Administered Microsoft Entra for Windows Hello and MFA configurations.*
- *Delivered support via phone, chat, and email channels.*

Tier 2 Technical Support

Leidos - Remote

March 2022 - March 2023

- *Provided advanced technical support for complex issues escalated from Tier 1, ensuring timely and effective resolution.*
- *Utilized SQL and Oracle databases to diagnose and resolve system-related problems.*
- *☐ ☐ Documented and tracked all customer interactions and technical issues using the ServiceNow ticketing system.*
- *Collaborated with cross-functional teams to address and resolve customer inquiries, enhancing service delivery.*
- *Maintained detailed records of customer interactions, processing accounts, and filing documents in compliance with company policies.*

Tier 2 Help Desk Technician
ITCON Services - Remote
June 2021 - March 2022

- *Provided advanced technical support for complex issues escalated from Tier 1, ensuring timely and effective resolution.*
- *Utilized SQL and Oracle databases to diagnose and resolve system-related problems.*
- *☐ ☐ Documented and tracked all customer interactions and technical issues using the ServiceNow ticketing system.*
- *Collaborated with cross-functional teams to address and resolve customer inquiries, enhancing service delivery.*
- *☐ Maintained detailed records of customer interactions, processing accounts, and filing documents in compliance with company policies.*

Tier 1 Technical Support
ITCON Services - Vienna, VA
March 2021 - June 2021

- *Provided first-line support via phone and email, addressing user inquiries and technical issues.*
- *☐ Utilized the RightNow ticketing system to log and track customer interactions.*

- Assisted users with account access issues, including password resets and account unlocks.
- Guided users through basic browser troubleshooting steps.
- Escalated unresolved issues to Tier 2 support, ensuring timely and effective resolution.
- Assisted in account creation and provided site navigation support to enhance user experience.

Customer Care & Technical Support Representative
Blackboard Inc. - Remote
July 2020 - February 2021

- Provided end-user support via phone, chat, and remote sessions using LogMeIn Rescue.
- Utilized Salesforce to document and manage support tickets.
- Assisted users with Microsoft Office 365, Zoom, and Blackboard Collaborate troubleshooting.
- Resolved network connectivity issues and performed basic hardware setups.
- Managed account access, including password resets and account unlocks.
- Ensured compliance with FERPA by verifying user identities.
- Processed orders for missing or damaged peripherals.
- Executed DNS flushes and IP address resets via the command line.
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Education

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 University of Maryland Global Campus, Adelphi, MD | Graduated: May 2025

Associate of Applied Science in Criminal Justice and Law Enforcement

Anne Arundel Community College, Arnold, MD | Graduated: December 2021

Certifications

- CompTIA Security +

Technical Skills

- Operating Systems: Windows 10/11, macOS
- Tools & Technologies: SCCM, Active Directory, Remote Desktop Services
- Networking: TCP/IP, DNS, DHCP
- Security: Endpoint protection, data encryption, access control
- Ticketing Systems: ServiceNow