

## PROFESSIONAL SUMMARY

Information Technology Security Specialist and Military Veteran leveraging several years of collective experience developing and managing client relationships in IT Operations. Managed assets, property, and equipment valued over \$2M with zero discrepancies or losses. Hands-on experience in end user support, systems administration, and access management derived from providing support in a fast paced, high stress environment. Adept in installation, configuration, troubleshooting, and systems upgrades. **Active Secret Security Clearance.**

- Process Improvement
- Information Assurance
- Systems Administration
- Strategic Planning
- Quality Assurance
- Project Management
- Troubleshooting
- Network Configuration
- Help Desk Operations

## EDUCATION | CERTIFICATION

**Associate of Arts, Criminal Justice** | Lonestar Community College  
**CompTIA SEC+ Certification**

## TECHNICAL COMPETENCIES

### Software:

Microsoft Office 365,  
SharePoint, Google Docs,  
Premiere Pro

### Operating Systems:

Linux, Mac, Windows  
Server 2008  
Windows XP, 7 and 8, AIX,

Power Builder

### Networking:

LAN, WAN, Switches,  
Routers, DHCP

### Enterprise Applications:

JDE, CRM, Siebel

### Programming:

ABAP, PHP, ASP, C#, Shell,

### Processes:

Apache Tomcat, JBoss,  
SaaS

## PROFESSIONAL EXPERIENCE

### United States Army - Various Locations

**Apr 2017 - Present**

#### Information Technology Specialist

Maintain, process, and troubleshoot military computer systems and operations. Responsible for the installation, operation, and maintenance on equipment and devices and the transfer data between information processing systems. Provides system administration to the TBC Server in the Tactical Operations Center (TOC).

- Operated & maintained CPU systems & local area networks. Provided direct support to end users for all apps, operating systems & peripherals
- Performed system administration & maintained CPUs & servers within computing environment
- Submitted trouble tickets to help mitigate user hardware/software issues. Responsible for Troubleshooting, configuring & implemented system upgrades.
- Created & administered user & group accounts
- Implemented virtual environments using virtual box or VMware. Implemented, configured & troubleshoot network connectivity issues.
- Managed over 100 trouble tickets for better work flow & efficiency.

