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WORK EXPERIENCE

Department of Justice, Washington, DC (1988-Present)

Information Technology Specialist- (2009- 2017)

- Experience in Help-Desk setting by doing the following:
 - Answering Support line
 - Tracking and responding to helpdesk ticketing system
 - Creating tickets
 - Evaluating and escalating support cases to next level team members
 - Diagnose hardware, system, security, and application issues
 - Research and recommend solutions
 - Walk users through re-creating, troubleshooting and resolving, and documenting problems effectively
 - Image, install, and configure Windows operating systems

Information Technology Specialist (Infosec) (2007-2009)

- Experience in identifying and analyzing the nature of computer security incidents at the source of potential threats.
- Demonstrate knowledge of methodology for end-to-end incident management and mitigation.
- Knowledge of resources available for utilization in the event of a security incident.
- Knowledge of network and system vulnerability assessment terms and techniques
- Knowledge of the use of standard and advanced tools, techniques and methodologies that support the delivery of network and system vulnerability assessments.

Information Technology Specialist (Infosec) (2003-2007)

- Experience in examining security policies, standards and procedures in supporting information security and assurance across the enterprise.
- Ability to demonstrate how to effectively address business and technical risks to the government through appropriate policies, standards, and procedures.
- Experience in developing Information Assurance Policies for the government.

Resident Security Officer/Information Security System Officer (RSO/ISSO), (2003-2007)

- Manage the building access for 50 personnel providing information and decisions
- Assist in planning and providing personnel security awareness training, and incident response handling
- Provide technical controls (hardware, software, people and process)
- Develop and administered security access control in an access database application

- Develop Security plans, Standard Operating Procedures and policies for offices
- Assist in and enforced the information assurance vulnerability assessment (IAVA) process and day to day information security practice to the unit
- Assist in the technology upgrade for the computers systems including installation of software and hardware in the S
- Managed and administered Security duties of the office
- Experience in writing Security policies
- Assist in the development of the government FISMA program
- Assist in implementing policies and guidelines in the FBI FISMA process
- Assist in developing a personal electronic device database for auditing the government PEDS.
- Assist with the development the Information System Security Officer program
- Administrator the physical security guidelines for the unit
- Provide risk reviews, risk assessment and business continuity tasks.
- Provide life-cycle management of equipment and software
- Maintained and managed a flawless COMSEC material account dealing with keying material from time of receipt to time of transfer, safeguarding and destruction.
- Provide support to the Information Assurance team in developing and conducting security audits and reviews

Telecommunications Specialist (1995-2003)

- Defense Messaging System Administrator, managed and administered messages for The government field offices, and other Government Agencies using DCID 6/3 process
- Maintained and managed a COMSEC material account dealing with keying material from time of receipt to time of transfer, safeguarding and destruction.
- Maintained and managed hardware for the COMSEC material
- Develop System Security Program for the unit
- Monitored system and security logs for unusual events and to provide audit trails for intrusion
- Provided technical controls (hardware, software, people and process)
- Maintained and provided troubleshooting to clients
- Provided support for sending/receiving secured faxes for the unit
- Managed backups and restores, proper packaging, delivery, tracking and handling of classified data according to DCID 6/3
- Provided life-cycle management of equipment and software using DCID 6/3

Secretary/Data Transcriber (1991-1995)

- Provided support to the specialists using the proper guidelines for destruction of records
- Provided clerical support for the unit
- Maintain destruction records in the unit's standalone database
- Provided support for troubleshooting to clients
- Managed proper packaging, delivery, tracking and handling of classified records according to DCID 6/3

Data Transcriber (1988-1991)

- Implemented and updated classified information into the government records system
- Provided updates, corrections to system for verification
- Managed FBI's information for proper handling of classification according to DCID 6/3

File Clerk, (Feb, 1988-Jun, 1988)

- Provide support to the Filing unit using the proper filing procedures
- Safeguarding proper government information in files using handling of classification according to the DCID 6/3
- Provided support for troubleshooting to clients

EDUCATION

- MBA, Information Assurance Research, University of Fairfax
- MBA, Information Assurance, Salem International University
- MS, Computer System Management, University of Maryland University College
- BS, Business Administration, Bowie State University

ADDITIONAL TRAINING/CERTIFICATIONS

- Technical Writing, USDA Graduate School, April 2007
- Computer Information System Management (CISM) Seminar, April 2007
- NSA Infosec Assessment Methodology (IAM)
- NSA Infosec Evaluation Methodology (IEM)
- USDA Graduate School Information Security Specialist Certification Program
- UMUC Master's Certification Program- Database Technologies
- UMUC Master's Certification Program- Database & Security