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# I NF O R M A TI O N TE C HNO L O G Y A D M IN IS T R AT IO N

~ Experienced Technology Systems Administrator ~

**CAREER SUMMARY**

**Technical Environment** –Windows Server 2008; Windows Vista; Office 2007, Office 2010, Office 2013, Office 365, Windows Server 2012 R2, Window server 2016, Service Now, AMPS, ACAS, EMASS, Remedy,

**Core Competencies**

* SharePoint, Office 365, Windows 2016 server, Windows Server 2012, Widows Server 2008 R2-2019,
* AD, GPO, Azure
* Organizational and planning skills
* Teamwork
* Communication skills
* Data collection and management
* Attention to detail
* Strong analytical and problem-solving skills
* Experience with Windows Operating Systems
* Experience with monitoring systems
* Ability to work independently and make independent decisions through detailed analysis and review
* Managing and monitoring all installed systems and infrastructure
* Installing, configuring, testing, and maintaining operating systems, application software and system management tools
* Ensuring the highest levels of systems and infrastructure availability
* Excellent customer service
* Ability to work independently with minimal supervision

# C E R T I F I C A T I O N

* **S e c u r i t y+ C E**
* **N et w or k + C E**
* **ITIL Level II Foundations**

# Microsoft Certified Technical Specialist

# Windows Operating System Security

# CASP CE

# DISA HBSS Advanced Analysts 501

# DISA ACAS 5.3

# Windows Operating System Security

**P R O F E S S I O N A L E X P E R I E N C E**

**ACTIVE Secret Clearance and US Passport**

**TekSynap March 2022 to present**

**Computer Operator Senior**

* Identifying and correcting file and system errors
* Perform data processing operations according to a business production schedule
* Perform backup procedures to reduce the risk of data loss
* Maintain computer equipment and inventory and organizing repairs as needed
* Collaborating with Programmers and Systems Analysts to coordinate testing environments and resolve system problems
* Maintain and managing processing logs and run procedures manuals
* Answer questions and troubleshoot problems for users
* Senior Level experience with ability to lead or direct a team of specialists in the implementation and operation of various types of fully integrated computer-based systems.
* Demonstrated experience and ability to test and operate all phases of the system cycle.
* Operate system components as defined in the (TO) to include hardware, software, and mass storage devices.
* Operate communications-computer systems, install, implement, maintain, and tune operating systems, disk and tape management systems, and computer operations automation software

**Aerotek March 2021 to September 2021**

**Senior Security Systems Engineer**

* Evaluate Information Technology (IT) and Operational Technology (OT) for compliance with published guidance including DoDI 8500, DoD 8510, NIST SP 800-30, NIST SP 800-37, NIST SP 800-53 Revision 4, NIST SP 800-137, CNSSI 1253, and other Risk Management Framework (RMF) guidance. Interpret, explain, and develop implementation strategies for DoD technical security
* Interface with Information System Security Managers (ISSM) and System Owners, review documentation
* Develop detailed Security Assessment Plans
* Creation of enterprise/system security documentation
* Familiarity with the use of vulnerability scanning and assessment tools (e.g., ACAS/Nessus/Tanium) necessary to identify and document compliance.
* RMF experience, A&A experience, ATO/ATC expertise - developing POAMs
* eMASS experience
* Provide solutions to complex problems that require the regular use of expertise and creativity.
* Conduct risk and vulnerability assessments of information systems to identify vulnerabilities, risks, and protection needs
* Actively lead and participate in regular A&A status meetings with government and contract personnel to facilitate progress and address potential issues of RMF system efforts
* Participate in sessions aimed at identifying, planning, and executing strategies in response to emerging cybersecurity/RMF policies
* Maintain awareness and knowledge of evolving security and risk management standards and communicate and apply relevant changes to existing processes

**TEK SYSTEMS March 2019 to March 2021**

**RMF A&A Analyst**

* Perform tasks related to Assessment & Authorization (A&A) within the Defense Health Agency to ensure assigned DoD systems/Enclaves/Networks can obtain and maintain Authorization to Operate (ATO) and Authorization to Connect (ATC) certifications.
* Conduct risk and vulnerability assessments of information systems to identify vulnerabilities, risks, and protection needs.
* Worked as part of a team developing recommended courses of action needed to transition current policies and procedures to the Risk Management Framework (RMF) approved processes independently perform required research to identify, analyze, and resolve operational automation discrepancies. RMF Independent Validation Verification (IV&V) and Validator responsibilities and deliverables.
* Review of systems architecture diagrams, hardware/software lists, accreditation boundary documentation, security plans and eMASS records.  
   Develop detailed Security Assessment Plans, Support Development of IV&V cost estimates.
* Execute reviews and provide feedback to Program Offices within eMASS for Security Plan approvals, Authorization Packages, Risk Assessments and Annual Reviews.
* Knowledge and experience identifying, assessing, and documenting compliance against applicable DoD IA security controls (technical, management, operational), and DISA Security Technical Implementation Guides (STIGs). Patch management for servers, workstation, mitigate security vulnerabilities, and other bugs. Scan systems, detect missing patches and patches highly vulnerable systems.
* Familiarity with the use of vulnerability scanning and assessment tools (e.g., ACAS/Nessus/Tanium) necessary to identify and document compliance;  
   Thorough knowledge of and ability to use applicable compliance and accreditation reporting environments (e.g., eMASS, CMRS) to validate compliance and accuracy of a program’s RMF package.
* Knowledge of NIST SP 800-53 and 800-37, CNSSI 1254, and other DoD Risk Management policies.
* Identifies moderately complex problems and escalates to senior staff for prioritization

**Data Path INC**

**NetOps/Desktop Support Analyst July 2017 to July 2018**

* + Deliver service and support to end-users using and operating automated call distribution phone software, via remote connection or over the Internet.
  + Interact with customers to provide and process information in response to inquiries, concerns, and requests about products and services.
  + Gather customer’s information and determine the issue by evaluating and analyzing the symptoms.
  + Diagnose and resolve technical hardware and software issues involving internet connectivity, email clients, IPTV, VOIP and more.

Identify and escalate priority issues per Client specifications.

* + Accurately process and record call transactions using a computer and designated tracking software.
  + Conducted system security assessments based on NIST 800-53.
  + Organize ideas and communicate oral messages appropriate to listeners and situations.
  + Reviews information and supports the compilation of information (e.g., procedures, installation, configuration) related to new technologies.

# RLM January 2015 to July 2017

**Configuration Management Specialist (Senior) Forest Park, GA**

* Responsible for effectively tracking, logging, categorizing, and maintaining changes made against the accepted Army baseline(s) standards.
* Develops, distributes, and tracks all change packages resulting from approved Configuration Control Board action.
* Provides daily support and direction to staff as to change status requirements, deadlines, and problems.
* Operates Microsoft System Center Configuration Manager. (Assist the SSCM administrator)
* Responsible for supporting the configuration management (CM) of developmental and operational applications.
* Manage the baseline configuration for software, and related documents.
* Manage and track changes to baselines.
* Support technical teams in defining, documenting, base lining and changing configuration Items.
* Maintain the configuration management data and information repository.
* Improve and develop the CM process, working methods and tools.
* Coordinate with staff at local and other facilities regarding automation decisions and activities that affect operations.
* Developed several InfoPath forms workflows to replace all spreadsheets, paper trail and automate the Travel processes within the Defense Forensic Science Center (DFSC).

# Cyber Security Analyst (January2015-April 2016)

* Managed Certification and Accreditation (C&A) activities related to accreditation of DFSC core mission and support systems and the development of system releases.
* Conducted system security assessments based on NIST 800-53.
* Generated security documentation, including security assessment reports; system security plans; contingency plans; and disaster recovery plans.
* Supported security tests and evaluations (ST&Es).
* Provided security support and evaluation to development teams in order to integrate information assurance/security throughout the System Life Cycle Development of major and minor application releases.
* Independently performed required research to identify, analyze, and resolve operational automation discrepancies
* Created and tracked POA&Ms using Trusted Agent FISMA (TAF)
* Experienced in many aspects of computer security technologies such as: IDS/IPS, port and vulnerability scanners, and network detection used in performance of daily activities and to perform assessments and audits

# Help Desk Technician (November 2014 –January 2015)

* + - * Position responsible for providing installation, maintenance, and repairs on equipment within an assigned territory/region to assure continuity of customer operations and high levels of customer satisfaction
      * Primary services include hardware maintenance, installation, network management, multi- vendor maintenance and software support
      * Provide continuity of customer operations and high levels of customer satisfaction; Manage customer incidents as assigned; Build working relationships with customers and develop informal communication channels with customer account at the local level
      * Responsible for ownership of all customer issues/needs that are voiced or observed and acts appropriately; May provide support to Associate Customer Engineer and/or Service; Representative/Service Technician Tech when necessary
      * Understand and perform the various customer Service Level Agreement (SLA) requirements and elevate or escalate issues when appropriate, and/or according to established procedures
      * Analyze and correct all technical problems on equipment within assigned customer accounts; Perform periodic preventive maintenance routines on products and installs modifications to equipment; Perform overhauls and maintenance repair as a matter of routine; May also perform required modular swaps and unit replacements or perform preventative maintenance services.
      * Adapted and quickly learned a new position and industry to further develop analytical and technical skills.

# Kelly Mitchell July 2014 to November 2014

**Desktop Support Technician Atlanta GA**

* Basic Network troubleshooting skills and knowledge (mainly Cisco)
* Proficient in the latest Microsoft Office Applications (2007 and higher)
* Understanding of Symantec Endpoint
* Customer infrastructure support (wiring and connectivity)
* Proficient in Microsoft Active Directory
* Maintain and abide with compliance activities (these activities were driven from a central compliance group)
* Experience with Computer asset tracking and lease management
* Experience with user network shares creation
* Affectively communicated technical information to non-technical audiences
* Provided strong sense of customer service
  + - Utilized Remedy and JIRA for ticketing and tracking purposes to resolve customer issues and meet SLA goal
    - Migrated PC from Windows XP to Windows 7 utilizing SCCM

# Lend Lease March 2014 to May 2014

**ICT Service Desk Analyst II Atlanta, GA**

* installation, maintenance, and repairs on equipment within an assigned territory/region to assure continuity of customer operations and high levels of customer satisfaction
  + - * Primary services include hardware maintenance, installation, network management, multi- vendor maintenance and software support
      * Provide continuity of customer operations and high levels of customer satisfaction; Manage customer incidents as assigned; Build working relationships with customers and develop informal communication channels with customer account at the local level
      * Responsible for ownership of all customer issues/needs that are voiced or observed and acts appropriately; May provide support to Associate Customer Engineer and/or Service; Representative/Service Technician Tech when necessary
      * Understand and perform the various customer Service Level Agreement (SLA) requirements and elevate or escalate issues when appropriate, and/or according to established procedures.
      * Identifies moderately complex problems and escalates to senior staff for prioritization

# CCH SFS Small Firms October 2013 to February 2014

# Product Support Level 2/Technical Support Kennesaw, GA

* + - User Setup - Added user I.D.s; set-up printers; Internet/Proxy server; data directories; special software, etc.
    - Assisted in deploying tax software, Ran System Analysis Tool
    - Provided second level support to multiple clients
    - Provided connectivity (LAN, Internet) troubleshooting and support
    - Used TeamViewer Remote Utility to keep track of the software installed on the PCs
    - Ran Malware Bytes/Registry clean up, created back up for clients, Recover missing data
    - 100% Phone Support for troubleshooting end users issues
    - Investigate and find quick resolutions to problems and issues associated with computer support and electronic technology

# DSCI March 2012 to December 2012

**IT Specialist Heart, Afghanistan**

* + - Prepared the environment for deployment of Windows 7 2008
    - Analyzed the hardware and software requirements of Active Directory
    - Installed, configured, and provide troubleshooting for Server 2003/2008
    - Implemented and managed IP Addressing; configured TCP/IP addressing on a workstation
    - Created the Forest Root domain, and a Child domain in a production environment
    - Installed and configured an Active Directory Domain Controller
    - Established external trusts and cross-forest trusts
    - Managed an Active Directory site; replication schedules, site links and boundaries, used ADUC to create and manage computer, user and group accounts in an Active Directory environment.

# ITT Systems/Exelis October 2009 to March 2012

**Help Desk Lead /Security Technician Kandahar, Afghanistan**

* + - Migrated more than 15,000 IBM /Dell personal computers and laptops from Window XP to Windows 7 at US Military Bases in Southern Afghanistan for the Coalition Forces
    - Served as Team Lead in charge of desktop deployment execution to field offices and corporate locations
    - Participated in project planning, deployment logistics and client profiling/needs analyst
    - Responsible for imaging and deploying IBM T42 Laptops and M52 Desktops using - Technology (BDD), *i.e.* the SMS OS deployment feature pack
    - Provided deployment end user support for Windows XP, MS Office 2003/2008 and other desktop software
    - Managed user accounts, groups, print queues and controlling access rights using Active Directory
    - Supported all remote offices and home-based users using NetMeeting, VNC and Cisco VPN
    - Created images for various divisions for all desktops and laptops using Ghost
    - LAN Administration: added users; printers; removed users; controlling access right list
    - Responsible for creating, testing PC images using Image Centre and Ghost
    - Supported more than 80,000 users.
    - Troubleshoot and replace components and wiring circuits, repair electronic equipment, and take readings using instruments such as digital multi-meters, signal generators, semiconductor testers, curve tracers,
    - Access Security system
    - Resolve security system problems
    - Configure computers

**References available upon request**

**\*Willing to relocate\***