Mr. Corey D. Legister

Information Technology Support Technician -3D1X1

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Honorably-Discharged veteran IT specialist with 8 years of international work experience, and customer oriented service. Currently seeking an environment where I can continue to grow as a leader in the Information Technology field.

LinkedIn Profile & Endorsements: www.linkedin.com/in/corey-legister
• **Veteran** • **US Citizen** • **Active Secret Clearance** • **CompTIA A+ Certification**
• **CompTIA Security+ Certification** • **Navy Qualified Validator Lvl 1**
• **International Work Experience** • **Willing to Travel/Relocate** • **Valid Driver's License**

SKILLS

✓ Information Assurance Officer	✓ Security Operations	✓ Vulnerability Management	✓ Trusted Agent
✓ Telephone Control Officer	✓ Equipment Custodian	✓ Application & Data Security	✓ Help Desk

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PROFESSIONAL EXPERIENCE

U.S. Army Accession Command   **06/2019-Present**
Phoenix Recruiting Battalion – Phoenix, AZ
IT Specialist (Customer Support)

- Responsible for providing technical information technology assistance to over 250 functional users for troubleshooting, problem identification, isolation and resolution.
- Installs computer hardware and software in support of new or updated U.S. Army Recruiting Command and Department of Defense Cyber network requirements.
- Enforces security and establishes unit IT policy in regards to Cyber Network Defense
- Performs on site assistance to over 18 recruiting stations within the central region. Identifies and improves on current information technology systems
- Evaluates and prioritizes end user issues; minimizes interruptions and enhanced the warfighters ability to accomplish their missions
- Performs Active Directory account management; creates, defines and maintains Active Directory groups, users and user/group permissions
- Manages all user accounts, user access, and user permissions to over 150 applications
- Ensures system operation quality; communicates with all levels of system users and provides assistance as needed
- Installs network operating systems, network protocols, interface cables, and all software on networked or standalone computers.
- Performs a variety of telecommunications control functions as required by regulatory guidance, determining the appropriate level of telecommunication services and equipment required to support recruiting operations within the BN area of operations.
- Provides orientation and training for all users to learn and understand the information and communications systems utilized within the command supporting operational requirements with minimal oversight and distractions of co-workers.

Elite Tech Associates   **08/2018-Present**
NAWCWD China Lake – Ridgecrest, CA
Information System Security Officer, COMSEC Local Element Custodian

- Operational planning, managing, and directing of the IT security activities of Evolved Sea Sparrow Missile (ESSM)
- Audit process for application software/networks/systems and oversees ongoing audits to ensure operational and Research and Design processes and procedures in compliance with DoD cybersecurity requirements.
- Performed IT Procurement Request (ITPR) reviews, provided approval/disapproval and any recommendation
- Tracked and reported the compliance of Cybersecurity related annual training requirements for users until all were compliant.
- Responsible for ensuring ESSM customers are COMSEC trained
- Conducted COMSEC inspections and Technical Assist Visits
- Managed the installation and integration of system fixes, updates, and enhancements to ensure application of information security and information assurance (IA)
- Ensure software and equipment installations are accomplished in accordance with applicable security policies and regulations.
- Conducted and reviewed RMF security controls, and vulnerability/compliance assessments to achieve issuance of ESSM Authorization to Operate (ATO).
- Managed and updated cybersecurity information to include verification of artifacts documented in eMASS.
- Quarterly accessed and updated Contingency, Disaster, Incident Response policy plans.
- In charge of Quarterly for Removable Media Reporting and Validation.
- Implemented JIRA usage with active directory, allowing users to input tickets with System Administrators. Allowing for more accurate and reliable tracking of issues.
- Observed, through facility, system, and network assessments, the actual processes related to each IA/security control.

United States Air Force   **03/2015-05/2017**
Pensacola Naval Station – Pensacola, FL
Senior Network Systems Administrator, Projects Manager & Information Assurance Officer, Asst. Non-Commissioned Officer in Charge
Go-to technician regarding installs, maintenance, troubleshooting, and repairs, while providing managerial guidance for team of 10 trained and untrained technicians. Simultaneously assisting Base Cybersecurity Manager and Base IT project Manager in day-to-day operations.

- Directly supports Wing Cybersecurity Manager, enforcing cybersecurity policies, and providing training to 20+ liaisons
- Coordinated, and installed $11,441.19 worth of communication infrastructure to include; servers, switches, and uninterruptible power supplies.
- Led Survival, Evasion, Resistance, and Escape (SERE) School house building move; transfer and installment of 30 IT devices; desktops, phones, printers.
- Go to technician for VPN Client; 10+ individual VPN installation/testing.
- Clear communication skills used to provide fix actions for Windows 7, Outlook 2010, Excel 2010, PowerPoint 2010, and Word 2010 over the telephone.
- Documented, tracked, distributed, and updated help desk incident tickets, new and completed, daily using the BMC Remedy Action Request System.
- Completed 20 hrs. of IT Project Management/VISIO courses, improving upon my current managerial skills.

United States Air Force   **01/2014-03/2015**
Kadena Air Base – Okinawa, Japan
Senior Network Systems Administrator and Security Analyst
Regular team-lead on projects, providing top tier management planning, while maintain overall operations.

- Piloted unit move, providing fully restored capabilities of over 100 network devices, and phones in less than 48hrs. Ensuring minimal loss of mission.
- Led team install and configuration of new tool management scanning capabilities for tracking $8M worth of tools.
- Headed Erwin PME Center tech refresh, installing 20 Non-Classified Internet Systems, guaranteeing capabilities for instructors and students.
- Member of printer migration team, we configured and migrated every printer and common peripheral device on base to new VLANS.
- Single handedly closed 638 trouble tickets.
- Accomplished 60 hrs. Harvard online Leadership/Project Management courses.

United States Air Force   **01/2013-01/2014**
Kadena Air Base – Okinawa, Japan
Local Registration Authority, Help Desk Technician, Base Telephone Control Officer
Multifaceted lead and focal point for, Level 2 Authentication registration process, base telephone authorization requirements and request services, as well as providing technical assistance and support for incoming queries on all network systems.

- Directly supported 17,000 analog instruments and digital phone assets including Meridian proprietary, for the Air Force's largest Combat WG with 22,000 customers.
- Conducted technical, training of 200+ Primary and Alternate Unit Telephone Control Officers.
- Provided authentication, and provisioning for 350+ users on Secret Internet Protocol Router Network.
- Created user/privileged accounts according to naming convention; resolved classified and unclassified trouble tickets.
- Blackberry & iPhone Specialist; Purchased, issued, troubleshot, kept inventory and created standards of operation for usage, and common practices for base.

United States Air Force   **05/2011-01/2013**
Lajes Field – Azores, Portugal
Network Systems Administrator and Security Analyst
Applied principal technician level solutions on network systems in data, voice and/or cryptographic capabilities.

- High quality producer, completed 500 trouble tickets and pushed 31,000 security patches, provided excellent customer service support to 1.5K network users, resulting in Best Small Communications Squadron Award.
- Lead assistant technician to Telos Contract team with base wide 2nd Generation Wifi install.
- Member of printer migration team, we configured and migrated every printer and common peripheral device on base to new VLANS.
- Managed antivirus updates by configuring 1.5K personal computers and laptops, equipment worth $54 million, protecting Lajes Field Network from 227 viruses.
- Upgraded the operating system on 700 personal computers and laptops, meeting the Air Force requirement of 100% compliance, and was recommended for a promotion.

- Forecasted requirements and needs for technician lab; staged and installed multiple 52" network monitoring workstations, ESD workstation, HD cloning workstation, computer storage area.

EDUCATION & CERTIFICATIONS

Community College of the Air Force, AS in Information Technology
Navy Qualified Validator Level 1: NQV-I-
01151 **CompTIA S+,** ID COMP001020867906
CompTIA A+, ID COMP00102020343519
80Hrs IT/Project Management Training/VISIO
CPR Certified
Ongoing professional training, including courses: CompTIA Advanced Security
Practitioner (CASP)

AWARDS

Positional:
- ✓ Information Assurance Officer
- ✓ Base Telephone Control Officer
- ✓ Security Operations
- ✓ Equipment Custodian
- ✓ Vulnerability Management
- ✓ Application & Data Security
- ✓ Trusted Agent
- ✓ Help Desk
- ✓ Information Management Section
- ✓ Mobile Device Specialist
- ✓ Video Telephone Conference Technician
- ✓ Projects Manager
- ✓ Local Registration Authority
- ✓ Asst. Non-Commissioned Officer in Charge

ADDITIONAL SKILLS

Frameworks:
- ✓ Force Protection
- ✓ DISA STIGs
- ✓ CC Evaluations
- ✓ C&A Processes
- ✓ Change Management
- ✓ Project Management
- ✓ ISO 27001
- ✓ NIST SP 800-37
- ✓ PII & Privacy Act
- ✓ Software Management
- ✓ Kerberos
- ✓ Records Management
- ✓ BCP & DRP Development

Technologies:
- ✓ Client/Server
- ✓ Ticket Systems
- ✓ VTC
- ✓ Messaging
- ✓ PKI
- ✓ VPN
- ✓ Telecommunications
- ✓ VOIP
- ✓ Network LAN/WAN
- ✓ Microsoft Office
- ✓ BMC Remedy
- ✓ Active Directory
- ✓ HBSS
- ✓ Outlook
- ✓ SCCM
- ✓ BCWipe
- ✓ SharePoint
- ✓ Blackberry
- ✓ iPhone
- ✓ Cabling

Notable USAF Medals: Global War on Terror, Longevity Service, Commendation, Outstanding Un