BRYSON FERRER

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Experienced Help Desk/System Administrator with expertise in networking, applications, software/hardware, and troubleshooting all within an Enterprise Operation.

ACTIVE SECRET SECURITY CLEARANCE
DoD 8570.01-M IAT Level II Certified

IT CERTIFICATIONS
CompTIA Security+
CompTIA Server+
Windows 10 MSCA
Microsoft Certified Professional

SUMMARY

- 8 years of experience in information technology and information systems from serving in the US Army and supporting Department of Defense contracts as a field service technician, helpdesk and system administrator
- Assisted with the US Military in the establishment of the Army Field Hospital's network operations in Seattle, Washington to aid in the COVID-19 crisis
- Experienced with maintenance, helpdesk support, systems, applications, troubleshooting, and networking in a Windows environment
- Experienced with Windows workstations (Windows 7/ Windows 10), domain systems such as Active Directory Object Management, Domain Name System (DNS), Dynamic Host Configuration Protocol (DHCP), Remote Desktop Protocol (RDP), Print services, User and Group Distribution Management, Group Policy Management, SCCM/Endpoint Manager
- Experienced with configuring Cisco routers, switches and call managers
- Instructed multiple system administrator classes to US Army soldiers, preparing them for overseas deployment
- Strong expertise in transmission systems/satellite, Line of Sight, signal

flow and troubleshooting

- Knowledgeable with configuring and implementing encryption devices (COMSEC) on Department of Defense networks
- Strong knowledge on PC and laptop building
- Excellent written and oral communication, utilizing ticketing management systems, as well as customer service

EXPERIENCE

System Administrator/Helpdesk, *American Cyber (MC4 Program)* Jul 2018 – Present
Joint Base Lewis-McChord, WA/Afghanistan
(40 hours per week/70 hours per week deployed)

- Performed system administrator and database administration services for EHR/EMR systems on the DoD enterprise
- Managed laptop server/client relationships for the US Army MC4 Program, ensuring seamless patient documentation and successful ordering of medical supplies in a deployed environment
- Configured Oracle database applications, conducting daily backups and restorations when needed
- Configured telnet software for health providers in remote areas to connect to main hospital servers utilizing CHCS
- Maintained user accounts of medical personnel utilizing applications within the MC4 suite
- Assessed the impact of changes in system software and hardware functionality affecting end users
- Managed over 50 systems in a deployed environment covering 5 different forward operating bases and the NATO Role 3 Hospital, ensuring quarterly updates and patches were ran on all applicable systems by accessing virtual servers throughout the domain
- Configured TCP/IP, Dynamic Host Configuration Protocol (DHCP) and IP addressing, system settings, Internet options and Domain Name System (DNS) services via onsite and through the use of remote services.
- Documented administrative duties and actions taken on systems to maintain accurate and detailed history using SharePoint for team collaboration and continuity
- Performed independent fielding of new and upgraded hardware, ensuring

baseline images were installed on each specific system

- Regularly prepare and maintain documentation outlining equipment operations and preventative maintenance
- Planned and performed fault management, configuration control, performance monitoring, installation, activation, and restarts of network resources/services
- Documented the configurations of the system's installation processes and user access controls
- Received weekly reports of base wide ACAS scans and applied all applicable vulnerability and critical patches to affected systems
- Provided help desk support, dealing with trouble tickets, phone calls from end users, network approval requests, and remote assistance
- Instructed and trained US Army soldiers to utilize the MC4 EMR systems to assist with overseas deployment readiness

System Administrator/Field Service Technician, *Apex Systems Inc.* Mar 2017 – Jul 2018
Naval Base Kitsap-Bangor/Bremerton, WA
(40 hours per week)

- Deployed and configured new PC systems for the Department of Defense
- Performed backups, restorations, and transfers of end user data
- Conducted installation wide inventories of servers throughout military bases to provide updated asset accountability.
- Provided field service support to clients to troubleshoot and resolve issues regarding their PCs
- Assisted in project development lifecycle process. Provides system administration in Development, Test, and Production environment. While also responsible for system retirement and hardware disposal.
- Handled classified material in accordance with the Department of Defense standard operating procedures
- Installed, configured, and performed troubleshooting of printers and scanners for end users
- Lead the base wide manual upgrade from Windows 7 to Windows 10 project
- Represent the customer support office in planning for the installation and implementation of new systems, e.g., upgrade to new operating systems or technologies. While also leading efforts to define post-implementation support requirements.
- Performed maintenance on assets that required part replacements and scheduled upgrades
- Installed and tested user applications for functionality and day to day use
- Maintained server cabinets and racks, patching network ports on switches

that were required to be activated
- Utilized HP Service Manager ticketing system

Satellite/Network Technician Team Chief E-5, *US Army* Sep 2011 – Dec 2016
Joint Base Lewis-McChord, WA
(40 hours per week)

- Supervised, trained, evaluated, and mentored a Command Post Node team consisting of six personnel ensuring all their professional needs were met
- Provided voice and data capabilities to the warfighter in remote locations within a 48-hour time slot
- Completed missions in various locations in Europe, providing non-interrupted communications to the end user when required
- Configured CISCO routers, switches, encryption devices and other hardware to meet military standard configurations to establish a secure connection to the network
- Worked directly on tactical/transportable multi-channel satellite communications equipment installing, configuring, operating, aligning, conducting performance tests, and performing unit and direct support maintenance on it, ensuring the devices were mission capable
- Maintained, configured, and utilized the SINCGARS Radio, SNAP Terminal, HCLOS Line of Sight, and FBCB2 systems
- Responsible for over one million dollars' worth of equipment vital to the capabilities of the signal corps

RELEVANT COURSES
DISA ACAS Version 5.3 (32 hours)
DISA HBSS Advanced 301 ePO 5.3 (32 hours)
CompTIA Security+ (40 hours)

REFERENCES
Roland Sanders-U.S Army (Platoon Sergeant)
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Steven Hicks-APEX Systems (System Administrator)
Phone: +1(253) 753-0240 Email: steven.hicks8@yahoo.com

Rohan Etoria-American Cyber (MC4 System Administrator/Helpdesk)
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