

Corey D. Legister

Information Technology Support Technician

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OBJECTIVE

Veteran IT specialist with 10 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.

EDUCATION —

AS in Information Technology

Navy Qualified Validator
Level1: NQV-I-01151
CompTIA S+ Certification
CompTIA A+ Certification
Conservatory of Recording Arts
and Science Graduate

KEY SKILLS —

Help Desk
Information Assurance
Mobile Device Specialist
Project Management
Active Directory
Microsoft Office
Information Management
Vulnerability Management
Equipment Custodian
Sound Engineering

EXPERIENCE

06/2019-10/2020

IT Specialist • Customer Support • GS9

U.S. Army Accession Command

- Provided technical IT assistance to over 250 functional users for troubleshooting, problem identification, isolation and resolutions.
- Installed computer hardware and software in support of new or updated U.S. Army Recruiting Command and Department of Defense Cyber network requirements.
- Enforced security and established unit IT policy regarding Cyber Network Defense.
- Performed on site assistance to over 18 recruiting stations within the central region. Identifies and improves on current information technology systems.
- Evaluated and prioritized end user issues; minimized interruptions and enhanced the warfighter's ability to accomplish their missions.
- Performed Active Directory account management; created, defined and maintained Active Directory groups, users and user/group permissions.
 - Also, to include Intranet accounts, user access, and user permissions to over 150 applications.
- Ensured system operation quality; communicated with all levels of system users and provided aid as needed.
- Installed network operating systems, network protocols, interface cables, and all software on networked or standalone computers.
- Performed a variety of telecommunications control functions as required by regulatory guidance and determined the appropriate level of telecommunication services and equipment required to support recruiting operations within the area of operations.

COMMUNICATION

06/2018-06/2019

Information System Security Officer • ISSO •

Elite Tech Associates

- Operational planning, managing, and directing of the IT security activities of Evolved Sea Sparrow Missile (ESSM).
- Audited processes for application software/networks/systems and oversaw 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 for all request any recommendations.
- Tracked and reported the compliance of Cybersecurity related annual training requirements for users until all were compliant.
- Managed the installation and integration of system fixes, updates, and enhancements to ensure application of information security and information assurance (IA).

- Ensured 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).
- Quarterly accessed and updated Contingency, Disaster, Incident Response policy plans.
- Implemented JIRA usage with active directory, allowing users to input tickets with System Administrators. Allowing for more accurate and reliable tracking of issues.

LEADERSHIP

05/2011-05/2017

Systems Administrator • Customer Support •

United States Air Force

- Go-to technician regarding installs, maintenance, troubleshooting, and repairs, while providing managerial guidance for team of 10 trained and untrained technicians. Simultaneously assisted Base Cybersecurity Manager and Base IT project Manager in day-to-day operations.
- Documented, tracked, distributed, and updated help desk incident tickets, new and completed, daily using the BMC Remedy Action Request System.
- Regular team-lead on projects, providing top tier management planning, while maintain overall operations.
- 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.
- Lead and focal point for, Level 2 Authentication Registration (RA) process.
- 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.
- Applied principal technician level solutions on network systems in data, voice and/or cryptographic capabilities.
- Managed antivirus updates by configuring 1.5K personal computers and laptops, equipment worth \$54 million, protecting Lajes Field Network from 227 viruses.