Justin Perdue
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PROFESSIONAL SUMMARY

Skilled and dedicated IT Specialist with knowledge in all aspects of IT solutions to support business objectives and customer needs. Well versed in computer and network troubleshooting. Demonstrated abilities to set strategic goals while achieving superior results. Excellent problem solving, adaptability and customer service skills. Able to thrive in a fast paced and challenging environment. Qualifications include:

- System Administrator
- VMware v5.0
- Microsoft Servers R2 2008/2012

- Software/ Hardware configuration management
- Networking
- Team Player

- Information Assurance
- Leadership skills
- Active Directory

EXPERIENCE:

US Army, 01/2012 – Present

Senior Information Technology Specialist , HHC, 2-2BSB, JBLM, WA 06/2019 – Present

- Provide User Level Sustainment Training, restore equipment to operational status by replacing the defective unit, troubleshoot automation equipment and systems.
- Performed field level maintenance on hardware, and process required equipment if necessary.
- Ensured system maintainability, reliability and support
- Implemented software patches to maintain information assurance.
- Built and maintained successful relationships with service providers, dealers and customers.
- Provided both system and software technical support to 400+ customers and accurate guidance to resolve issues; troubleshot and diagnosed over 300 ticket requests
- Supervised and trained 3 Information Systems Technicians; educated on Sustainment Automation Support.

Server Administrator, HHC, 3IBCT, Schofield Barracks, HI   03/2016 – 05/2019

- Configured, installed and maintained computer systems and it's peripherals
- Managed Active Directory users and computer accounts for over 3000 users
- Apart of Cyber Network Defense team to deflect 100% network attacks during multinational training exercise that resulted in zero loss of data and network downtime
- Enforced network/computer security and Information Assurance policies
- Configured, installed and maintained Mission Command servers, to include Domain Controller, Active Directory, Microsoft Exchange, SharePoint, SQL and Fileservers
- Implemented a computer lifecycle for over 500 computer systems with little impact to production
- Provided technical assistance for Help Desk support
- Maintain and set up video teleconference for executive officers

EDUCATION AND CERTIFICATION

U.S Army Cyber Center of Excellence-Information Technology Specialist