

Summary

An adaptable, steadfast, upbeat nature ensures mastery in a wide range of technical, training and interpersonal skills.

Working across the nation for myriad high-profile customers (Andrews AFB: Boeing executive fleet, DISA contracts, CSC, etc), nothing is more satisfying than learning, improving-upon and documenting new tools, protocols, environments and the operating systems therein.

Primary Skills

- Network monitoring platforms (CA Nimsoft, WhatsUp Gold, EM7, Zenoss, etc), logfiles and procedures for fault isolation and quality control.
- LINUX, including RedHat, CentOS, SUSE (some Solaris, UNIX, and AIX) and various related applications (sendmail, postfix, spamassassin, cron, clamav, etc).
- Familiar with scripting in BASH, Powershell, Perl and Ruby.
- Virtualization (VMware, Citrix, Hyper-V), familiar with Cisco Unified Computing System (UCS).
- Storage/backup management best practices utilizing SAN/NAS.
- Maintaining network LAN/WAN infrastructures, monitoring performance, familiar with all network connectivity protocols (TCP/IP, DNS, DHCP, VPN, etc.)
- Planning and implementing server moves and deployments as well as physical desktops, laptops and printers.
- Security and access best practices utilizing antivirus, spam filtering, firewalls, Active Directory (AD) and Group Policies as well as administering RSA tokens.
- Determining scope, viability and maintainability of new projects in development stages.
- Training a host of software systems to end users as well as IS staff has honed an ability to explain complicated systems to any skill level.
- Multitasking to accurately prioritize tickets, projects, emergencies and other teams' needs in extremely fast-paced environments.
- Heavily relied on for federal customer builds and relations due to extensive knowledge of protocol and security clearances.

Professional Experience

Systems Administrator II | QTS (formerly Carpathia) | 11/2010 – 08/2018

- Served as Tier 2 support, responsible for customer issues, performing fault isolation and correction on servers, both physical and virtual. Counted on to accurately perform all system updates.
- Trusted to have high-level access to datasets of sensitive or proprietary information (HIPAA, PHI, PII, PCI, etc).
- Lead mentor to Customer Service Representatives (CSR) and Systems Engineer Is (SE1). All new system administrators were mentored at the elbow and periodic reviews were thoughtfully conducted to ensure the team's success.
- Instrumental in the successful merger of business between QTS and Carpathia through several self-motivated documentation and cross-training initiatives, including developing and leading training to get QTS employees up to speed in different Linux distributions and best practices when working with federal customers.
- Received the prestigious MANE Award from Accenture Federal Services.
- Awarded the 'Employee of the Month' title.

Senior Software & Systems Engineer II | LVI | 07/2004 – 09/2010

- Responsible for all core Network Operations Center tasks: monitoring, performing fault isolation, and accurately performing system updates to backbone assets.
- Served as the in-house technical writer and penned all Standard Operating Procedures.
- Acted as the Supervisor of Circuit Activations; turning up communications circuits for many companies. Led hardware installation campaigns all around the country in support of these contracts.
- Aided in the development of several high visibility projects including:
 - Boeing Executive Fleet at Andrews AFB - Maintained and updated computer networks and servers on Boeing's planes, including Air Force One and planes used by Congress and the Joint Chiefs of Staff.
 - Second-Generation Data Broker tool (2GDB) for Collection Management Mission Applications (CMMA) – Staged and optimized a custom LINUX environment designed for peak stability of Oracle applications. Drafted and finalized the installation and system administrator documents.
 - Automated Utility for Reconnaissance Assets (AURA) tool - designed the UI for tools developed to assign jobs for reconnaissance aircraft.
 - DISA contracts – Conducted the analysis of server logfiles, aiding in the scripting for the analysis automation and composed all supporting documentation.

Education

- Technical Control Course (307X0); USAF Technical Training School, Biloxi AFB, MS
- CompTIA Security+ (expires 11/2020)
- CompTIA Network+ (exp)
- CompTIA Storage+ (permanent)
- CompTIA Linux+
- Linux Professional Institute LPIC-1

Security Clearance

- Top Secret based on SSBI (Exp 02/2018)
- Position of Trust (Veterans Administration & Defense Transportation Service) (Inactive since 09/2018)
- Passed CI Polygraph test (2012)

Military Experience

- Telecommunications Control Systems Specialist/Attendant (307x0) | U.S. Air Force