BILLIE SPROUSE

Lake Stevens, WA 98258

206-504-8632

billie.sprouse@gmail.com

**CYBER SECURITY|CUSTOMER SUPPORT | SYSTEMS & NETWORKING**

A solutions-oriented and strategic Information Security professional with 10 years of extensive experience within the systems engineering and analysis, network infrastructure, and network security sectors. Proven success in the design, implementation, and maintenance of network infrastructure improvements including full-cycle system migrations, installation of supporting software, and quality-centric troubleshooting tactics for enterprise clients. A transparent leader of teams and strategies for large-scale and long-term projects with government, corporate, and entrepreneurial organizations.

* Outstanding oral and written communication skills, and interpersonal skills.
* Strong analytical skills including the ability to collect, extract, synthesize, and summarize relevant data, perform root cause analysis, and implement recommended scalable solutions.
* Proven ability to quickly assess issues and challenges, utilize relevant data and innovative methodologies, and develop solutions in the best interest of long-term gain for the client/customer.
* **Certifications**: Cisco Certified Entry Networking Technician (CCENT), Certified Ethical Hacker CEH), Digital Forensics Examiner Certificate

**AREAS OF EXPERTISE**

Network Security, Network Design, Technical Support, Data Center, Software Installation, Enterprise Architecture, Network Architecture, System Administration, Healthcare Information Technology, Operating Systems, VLAN Management, Spam Filtering, Information Assurance, Wireshark, NMAP, Firewalls, Management, Problem Solving, Operations Management, Telecommunications, Strategic Planning, Account Management, Team Building, Customer Service, Executive Management

**PROFESSIONAL EXPERIENCE**

**NETWORK ADMINISTRATOR**

**Spectranetix, Mukilteo, WA 03/2020-Present**

Manages all network administration in 2 locations to include redesign of current networks, replacing legacy equipment, configuring network devices and managing firewall policies.

* Redesigned two local networks in a fast-paced environment to better support a growing enterprise. Provided a network that was scalable, secure and efficient for both company’s needs.
* Subject matter expert on firewall design, network design and troubleshooting switches and routers.
* Monitored traffic flow, network performance to detect trouble spots.
* Ensured network equipment was properly maintained and updated.
* Assisted in CMMC implementation and hardened network accordingly.

**NETWORK SYSTEMS ADMINISTRATOR**

**Vaupell-Seattle, WA 01/2019-03/2020**

Serves as the first point of contact for customers at our 12 remote offices seeking technical and pertinent answers. Experienced in providing customer support to clients and users by initiating tickets via IT Service Management Suite (ITSM) and to ensure they are followed throughout their process from initiation to final resolved and closed status. Manages password resets on various systems and applications and conduct monitoring on systems that require hourly updates to ensure they are in full operating

* In-house IT for our Seattle office supporting over 100 personnel and ensuring 100% compliance with ITAR/EAR.
* Executes incident identification, tracking, and reporting during customer interactions. Provides technical guidance and made informed decisions based on established tracking/reporting practices and procedures and provided timely, accurate and complete reporting to Management.
* Delivers exemplary customer service and displayed a significant level of knowledge on Microsoft Exchange, Active Directory, SCCM, Kace 1000, O365 and Windows 10 operating environments.
* Develops and implements system diagnostic and maintenance tools to ensure the availability and functionality of the system
* Manages several consolidated group mailboxes that received thousands of email requests per week. Evaluates email requests and created incident tickets according to the type of request.

**IT TECHNICIAN**

***Skills Inc-Auburn, WA* 08/2015-06/2016**

Operated as the Lead Systems Engineer on projects with an enterprise level client. Directed strategic account management spanning various intra-business lines including management, quality control, operations, and accounting. Recommended and integrated innovative strategies regarding client network infrastructure. Adept leadership skills guiding teams in the timely analysis and effective execution of sustainable solutions for the organization at large and external client-base. Manages efforts in mitigating risk associated with system integration processes and other project execution responsibilities.

* Configuration, hardening, and installation of Dell switches for an upgrade of the network for 2 buildings from Ethernet to fiber.
* Managed the following systems: 3CX, SCCM, Windows Server 2012, and Office 365 to support 500 end users.
* Planned for new office additions to include the running of new data lines, upgrading access layer switches, and installing new A/V equipment. Utilized various Microsoft platforms to support the installation and management of 500 Windows 8.1 clients.
* Provided quality-focused implementations and troubleshooting for the network and infrastructure of client base including server routers, switches, fiber links, and telecom.
* Installed and configured Cisco switches w/STP, VTP, inter-VLAN routing, DHCP, enabling virtual interfaces of VLAN and port security supporting features.

**HELP DESK TECHNICIAN**

***Vertahon-Bothell, WA* 12/2011-06/2015**

Successfully provided high-level and strategic support for enterprise-level clients within the user support, network monitoring, and consultative services arenas. Oversaw the design, implementation, and maintenance for mass system application migrations, with a focus on efficacy and risk mitigation.

* Supported remote users in Japan and Australia to include day to day troubleshooting of in-house IT applications, printer Management, and file resource sharing and administered user accounts globally in compliance with the company's auditing outlines with zero discrepancies. Single-handedly implemented OSX integration into the current Windows environment.
* Audited company software compliance with Dell Kace 2000 to ensure all applications were approved and current.
* Provided reliable, prompt and dedicated IT help desk support to include but not limited to, troubleshooting CRM, VPN and network issues, hardware and software issues, and PBX issues.
* Supported 4 remote sites in diagnosing, troubleshooting and resolving client issues with hardware maintenance, installations, and upgrades.
* Consistently praised for communicating effectively with both technical and nontechnical users. Known for excellent problem-solving skills and patience in dealing with end-users.
* Excellent knowledge of Windows 7/8 operating systems as well as OSX. Solely responsible for Apple mobile device hardware repair.

**IT MANAGER**

***UNITED STATES NAVY* 06/2003-06/2009**

Served as a senior-level Windows System Administrator to lead all efforts in providing full-cycle troubleshooting and maintenance strategies across the company-wide network. Implemented sustainable company resources and supporting structures spanning inner-website tools and extensions for data storage and warehousing. Mastery in network monitoring for the secure maintenance of organization comprehensive user account base. Served as a Subject matter expert to the CEO for all COMSEC related matters. Administered bi-annual Information Assurance training programs to C-level audience to keep the team qualified. Managed over 200 IT line items worth over $1.3M

* Key team member in supporting classified reconnaissance in support of missions abroad. Completing over 600 hours of flight operations support, rebuilding mission critical hardware, and tracking classified equipment.
* Recognized by management for exemplary leadership and led a team of 5 in message center operations to include watch-to-watch inventories, processing pf GENSER and classified traffic, and web site administration.
* Outstanding knowledge of Defense Messaging Dissemination System, Active Directory, secure communications, and UNIX as a Message Center Operator.
* Promoted to Electronic Key Management Custodian, oversaw the tracking and accounting of classified equipment with 100% accuracy, implementing Information Assurance Training, enforcing policies and procedures for the local element. Strict accountability and attention to detail resulting in 0 discrepancies for audits.
* Management noted that I was consistently a sound advisor and mentored with a naturally positive attitude and ready for positions of increased responsibility.

**EDUCATION**

**Information Security and Digital Forensics Associate**

**Certificate of Completion Intermediate Cisco Networking**

**Certificate of Completion Computer Forensics**

**Certificate of Completion Information Security**

*Edmonds Community College, Lynnwood, WA*