**William Gleason**

Portland OR

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Active Clearance -Top Secret Security Clearance

**Objective:**

Seeking a position in the Information Systems field that will utilize my experience as a Network Administrator and Help Desk Supervisor.

**Skills:**

* Extensive practice with Active Directory and Group Policy.
* In-depth technical knowledge of network, PC, and platform operating systems, including Windows Server 2003/2008, windows 10 and associated products.
* Experience performing system and software backups and recoveries.
* Ability to analyze technical challenges and approaches solutions in a systematic fashion.
* Solid understanding of LAN/WAN protocols and topologies. For example: TCP/IP, Ethernet, etc.
* Basic understanding of network security concepts such as VPN, IPS, IDS and Firewalls.
* Basic understanding of internetworking hardware such as switches, routers, VPN devices, Internet Access Devices, Remote Access Devices, Putty etc.
* Basic understanding of Network Administration, including users, permissions, Client/Server networks, login authentication, SNMP, Network Admin. Software, etc.
* Basic ability to analyze and understand Error Logs, Configuration files, network maps, Packet captures event logs, etc.
* Ability to work in a fast-paced, ever-changing professional office environment.
* Excellent customer service skills.
* Excellent analysis, trouble shooting, and communications skills

**Professional Experience:**

**County College of Morris 2014-2017**

**IT Department**

**Lead Coordinator**

* Responsible for the deployment of over 100 computers.
* Responsible for the maintenance of over 100 computers, including but not limited to; Virus protection and program installation and removal, as well as updating.
* Provide troubleshooting assistance to 25 professors and 500 students.

**Department of the Navy (USS Nimitz CVN68) July 2009 – July 2013**

**Information Systems Technician Petty Officer Second Class**

**Network Administrator / Help Desk Supervisor**

* Technical Expert. Responsible for the administration and maintenance of two enterprise networks, which included 84 servers, 94 network switches, 1,280 workstations, and 7,738 user accounts. My efforts ensure 99% availability of networks recourses for 4,000 users.
* Team Oriented. Key player in semi – annual RITA inventory by documenting the location, drop number and serial number of 1,000 computers and hard drives located thought the ship. My efforts ensured 100% accountability of ADP resources.
* Resourceful Technical. Without formal training I solely rebuilt the MIDTIER server after the DPIA maintenance. My efforts restored the commands capability to order supplies and saved the NAVY $20,000 in maintenance and repair costs.
* Command involved. Led 17 command FEP (Fitness enhancement program) sessions ensuring members maintained within NAVY PT policies, which ensured a 100% division pass rate for PFA Cycles 12-2/13-1. PFA: 31-1: DEP/OP

**Education:**

**New Jersey Institute of Technology**

B.A. Information Systems Security/ Information Assurance **2018 - 2020**

**County College of Morris 2013 – 2017**

A.A.S. Degree Computer Information Systems

**Morris Catholic High School Graduated 2007**

High School Diploma

**Certifications:**

* CompTIA Network+ certification studying to obtain
* CompTIA Security+ certification studying to obtain
* Information Security certification (NSTISSI 4011)
* Certification of Administrative Support
* GPA – 3.7

**Awards:**

Good Conduct Award – Received August 17, 2012