# Robert Collins

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## Summary

A seasoned professional with an IT security masters education, and a secret security clearance, graduated in 2012. Experience in the IT field includes over a year of project management and 4 years of systems administration. Superb customer relations skills.

## Formal Education

* Penn State

Masters of Professional Studies: Homeland Security / Computer Forensics

Also took Masters Level Classes in Project Management

Graduated: December 2012

* Penn State Post Graduate Certificate in Network Security

Awarded: July 2012

* University of Phoenix

Bachelor of Science: Network Security

Graduated: April 2010

## Employment History

**Versatile Technologist – Boeing**, Tukwila, Wa

January 2019 – Present

Processes computing requirements.

Participates in a multidisiplined range of technical systems and application support activities. Supports the installation, configuration and maintenance of multiplatform systems hardware, software and components.

Documents, implements and maintains computer applications.

Assists with release planning for software and hardware across the system.

Assists with evaluation of architecture to ensure compatibility with computing system.

Assists with evaluation of system against architectural objectives.

Restores routine computing service operations.

Supports problem determination/resolution and security of information systems.

Ability to see and understand the inter-relationships between components of systems and plans, anticipate future events, and apply the principles of systems thinking to accelerate performance.

Conducts Windows system administration duties, such as updating and imaging.

Develops and creates systems, and servers within a virtual environment.

Monitors WSUS, ePO, Domain Controller, and Print Servers in classified and non-classified environments.

Monitors and maintains servers in a classified environment.

Assists with Red Hat Linux server environments.

Updates and monitors Windows 10 workstations.

Ensures Antivirus and Patches are routed through WSUS servers and sent to the required areas.

**Maintenance Electrician – Boeing**, Everett, Wa.

Feb 2018-January 2019

Inspected, on a routine basis, electrical equipment, wiring, fixtures, and other components to ensure they remain functional and are up to code, as well as to identify any hazards or issues.

Determined the reasons for any malfunctions of systems or components and created a maintenance or repair plan to solve the problem.

Experienced with process controls.

Repaired electrical systems, wiring, circuit breakers, PLC troubleshooting, equipment, and other components so that they remain at full functioning capacity. Electrical systems ranging from single phase 120v to three phase 480v AC electricity and also DC electricity applications.

Tested systems with devices such as voltmeters, oscilloscopes, megohmmeters and ohmmeters to ensure the system remains safe and that components are compatible.

Reviewed blueprints to understand the placement of wiring or to comprehend the working of the equipment to provide the right service and repairs.

Provided suggestions on the lifespan of equipment and other electrical components, advising when certain components should be replaced due to potential risks.

Kept records of all maintenance and repair work conducted, including a record of any supplies ordered and used.

Ensured all routine maintenance work is handled on a regular schedule to reduce the risk of larger and more complex issues and to reduce costs.

Performed maintenance as assigned by the Maintenance Supervisor to ensure functional performance, appearance and safe conditions

Conformed to the standards and regulations of OSHA, state and local building codes.

Conducted preventive maintenance, troubleshoot and repair equipment utilized in the development, creation, and maintenance of aircraft.

Conducted maintenance and repair of Propulsion Logic Controls and computer interface systems that enable personnel to paint and maintain aircraft without impacting the airplane or damaging it using a computer program in collision avoidance mode.

Conducted maintenance and repair of 400 Hz Motor Generator sets, distribution systems, and cabling that enable aircraft to be energized for the purpose of testing and installing navigation and propulsion equipment.

Conducted maintenance and repair of cranes, trolleys and hoists of personnel and equipment. This includes controls and electrical cabling and brushes.

* **Systems Administrator – Environmental Protection Agency**, Washington, District of Columbia

November 2015 - February 2017

Assistant project manager (GS-11) in charge of development of a new chemicals database written and created by SAIC. Coordinated communications between agency officials and contractors. Maintained flow of progress in Agile software development scheme.

As project manager I utilized Microsoft Office and project management tool skillsets including Excel, PowerPoint, Project, Milestones, and SharePoint. Created PowerPoint presentations. Maintained and installed posts and meeting schedules as the SharePoint administrator. Created spreadsheets with Excel. Used Project and Milestones to maintain Agile project management schedules and techniques.

Experience with project management principles; assign and work tasks to support multiple projects

Experience with Global Policy Object (GPO) configuration

Maintained security of importing and exporting hazardous and toxic chemicals internationally by performing security SQL inquiries and verification of foreign entities using EMS SQL Manager program for database development and administration. The SQL Manager was used to sequence spatial indexes, and file tables.

Maintained security of chemical and financial databases by monitoring inquiries and probes daily, and counteracting by updating antivirus and firewall software. We used a McAfee antivirus and firewall package, along with VPN software to use the laptops for working from home. We also monitored the event logs for events **4724,** 4719, 4739, and 1102.

Ensured operational status of the 12b (Toxic) Chemical submission process and rectification and repair if the system is down within 24 hours. Within this process was rewriting SQL inquiries and troubleshooting optic scanning software, and correcting line item errors and deficiencies. Manually overwriting the optical errors.

* **Systems Administrator – Social Security Administration**, Washington, District of Columbia

August 2012 - October 2015

Network Administrator in an Administrative Hearing Office.

3 years computer hardware/software and Windows System Administration including installation, patching, troubleshooting, and integrating hardware and software components into a functional system. Documenting instructions to perform all of the previous functions.

3 years working with Active Directory, Group Policy, McAfee, firewall/packetfilter and networking.

3 years’ experience working with COTS installation and troubleshooting a Windows environment.

3 years’ experience with configuring and troubleshooting CISCO networks

Maintained desktop computers, laptops, servers, and recording devices. Secured all legal recordings using Checkpoint disk encryption to secure log on and files. Backed up all legal recordings using tape drive backups with deletion of the files after backing them up onto CD’s to remove them from the server. Updated and maintained all hardware and software, as a central update would be passed down from Baltimore, to ensure uniformity throughout the system. Server logs would be verified to ensure acceptance and updates were installed and confirmed.

Provided technical assistance to the design, development, and implementation of information security policies and procedures.

Administered access security for hardware and software, using active directory and enterprise software, for both log on and email services.

Supported complex data/media recoverability through system backups and database archive operations.

Conducted risk assessments to identify areas of potential vulnerability in operating systems used throughout the organization using the Microsoft STRIDE threat model, and searching through event logs.

* **Marine Electrician – Harris Electric**, Seattle Wa

July 2017 - Feb 2018

Remodeling and installing electrical systems on the Washington State Ferrys.

Installed multiple circuit MCC consoles and end units to state specifications. Reading blueprints and state requirements, coordinating with state inspectors and crew members.

* **Master Electrical Specialist – The Home Depot**, Manassas, Virginia and Issaquah, Wa

September 2007 - Sept 2017

Customer Service and Electrical instruction for homeowners seeking assistance and training on how to safely conduct electrical repairs.

Honed customer service and relationship skills with people of all ethnic, religious, sexual orientation and socioeconomic backgrounds.

* **Journeyman Electrician – Veterans Administration Medical Center**, Washington, D. C.

January 2005 - October 2012

Performed hospital maintenance and generator maintenance and testing. Familiar with HIPPA rules, and universal health precautions.

* **Journeyman Electrician – Department of Defense**, Washington, District of Columbia

October 2003 - January 2005

Performed general electrical maintenance and repair

* **Journeyman Electrician – Various employers**, Jacksonville, Florida

November 1996 - October 2003

Marine / Commercial / Industrial / Residential Journeyman Electrician performing all aspects of new construction, remodel and maintenance electrical work. Moving up the seniority ladder to Foreman, Superintendent, and Project Manager. Utilizing Microsoft Project, sharepoint, and vizio.

* Electrician Apprentice – Armstrong Electrical Contracting, Pensacola, Florida

June 1992 - October 1996

Electricians Apprentice

* U. S. Navy Electricians Mate

U. S. Navy, October 1980 - March 1992

50% VA Disability