**Michael Anthony Kershaw, Jr.**

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**IT Specialist**

**Active Clearance: TS/SCI**

**CompTIA Security + certified** Systems Admin and U.S. Air Force veteran with 10 plus years of experience specializing in Enterprise Information Technology. *Core competencies include:*

Customer Service • Server Systems • Operating System Maintenance • Hardware Configuration • Upgrading Client Systems • Microsoft Applications • System Analysis • Troubleshooting & Repairs• Networking Protocols • Software Installation • Preventive Maintenance • Active Directory

**TECHNICAL SKILLS**

**Windows Server 2012 R2/2016/2019 • Active Directory • Azure • AD Manager • Windows 7/10 • MS Office 2010, 2013, 2016 • Skype for Business • McAfee Enterprise Anti-Virus; Symantec Endpoint Protection • Safari, Firefox, Internet Explorer •VOIP Telephone Systems • Printers • Routers • VPN/Remote Connectivity • Remedy • Kaseya Service Desk • Asset Tiger Ghost • Acronis • Service Now • Dell PowerEdge • Dell OptiPlex • Dell Latitude • HP Elite Book**

**CERTIFICATIONS**

* **MCP Windows 10 - Configuring and Installing Windows**
* **CompTIA A +**
* **CompTIA Security + CE**
* **MCSE 2016: Core Infrastructure**
* **CompTIA CySA+**
* **CEH**

**EMPLOYMENT HISTORY/EXPERIENCE**

**IT Systems Technician, HQ USCENTCOM, Macdill AFB, Tampa, Florida, SAIC 12/2020- Current**

* Providing Systems Engineering support on a wide range of technologies, including: DHCP, DNS, Domain Controller, Active Directory, Group Policies, and Microsoft Windows Operating Systems.
* Manage Active Directory forests including 2k+ users and 8 networks.
* Installed, configured, and administer of Windows infrastructures running on Windows Server 2012/2016 +Active Directory management - user accounts, OU containers, group policy objects (GPOs)
* Lead renovation project 22 setup workstations for Sys Lab with multiple networks including NIPR/SIPR.
* Troubleshoot and resolve Active Directory, GPO, ADFS, and password/identity management systems.
* Track all incident, change and problem management via BMC Remedy System.
* Prepared and maintained documentation of technologies, standards and operation procedure (SOP)
* Ensured that virtual infrastructure is up and running all time. Report any Outage
* Upholding and testing security, blocking unapproved access
* Remote access setup (VPN/VDI/two-form authentication)
* Supported MS Exchange 2003 and 2007 users with email setup and issues such as incoming spam and setting up PKI/Certificates for encryption
* Informed detected vulnerabilities reported from anti-virus scan to maintain high security standards

**IT Desktop Support, Tampa, Florida, Moffitt Cancer Center 11/2019- 07/2020**

* Part of a Windows 10 migration team to exchange over 1k PCs collectively for over 5 building campus sites
* Resolve break/fix ticket isolated faults and determined cause of hardware and software failures for over 5k employees
* Performed 1k office moves to newly built clinical building and ensured fully functional printers/PC’s after completion
* Conduct IT orientation to educate users on security of laptop/pc usage upon deployment
* Assembled, loaded and tested the systems of newly acquired computers and peripherals
* Establish and maintain best practices, processes and procedures to underpin the onboarding, transfers and offboarding processes for Active Directory Accounts
* Import AD accounts into multi-functional authenticator server for VPN access. Ensuring secure access for remote users
* Handheld support – Blackberry / iPhone / iPad / Droid (Mobile Iron and BES)
* Be able to analyze, log, track and resolve software/hardware matters pertaining to network connectivity issues, printer, and other software applications

**Junior System Engineer, Arlington, Virginia, Cadmus Group, LLC 09/2018- 04/2019**

* Ensured VTC capabilities for all staff including VIP are fully functional using Blue Jeans software
* Provide exceptional customer support with completing SLA’s in a timely manner using JIRA tracking system
* Managed SFTP accounts using Solarwinds Serv-U ensuring user appropriate access
* Conduct IT Orientation for all new hires during the on-boarding process; educating employees use of enterprise systems
* Imported AD accounts into MFA server to establish secure access to VPN connection (Pulse Secure)
* Deploy Windows 10 v. 1803 image to laptops/desktops using SCCM

**Junior System Administrator, Reston, Virginia, Pragmatics Inc. Headquarters 11/2017-09/2018**

* Perform cross platform audits of Active Directory (AD) objects and user permissions
* Create, manage, delete User/Exchange mailbox accounts on Windows domain using ADmanager
* Create and maintain distribution lists in MS Exchange using Azure management console
* Managed Exchange/Office 365 support, maintenance, and administration (Account provisioning, migration from Exchange to Office 365, distribution group creation).
* Managed assets inventory and deployed desktop images to end users using Asset Tiger, and other imaging software.
* Monitor Solarwinds for system outage and investigate before creating a ticket for systems team.
* Provided exceptional customer support while resolving complex technical issues dealing with printers, network, and phone systems
* Migrate endpoint users ‘computer images from Win 7 to Win 10 using an in-place upgrade

**Information Systems Technician, Geilenkirchen US Medical Clinic, Geilenkirchen NATO AB, Germany 11/2012-01/2017**

* Troubleshoot both hardware and software related concerns providing problem diagnosis to find resolutions for all request
* Lead development and maintenance of the enterprise technical procedures and standard operating procedures
* Documented functional requirements, standards and procedures and identifies resources required to accomplish, design and implementation IT systems
* Set up and installed new end-user configurations and new versions of software and updates
* Configured minor port maintenance on Cisco devices and patch panel maintenance
* Provided training and development to personnel
* Performed technical analysis of network problems; initiates new or revised procedures to avoid recurrence
* Responsible for all network and standalone printers in the area scope of responsibility, which includes switch port configuration and IP identification and network configuration to include AHLTA and CHCS
* Push authorized software packages through MS SCCM configuration console
* Proficient using unclassified (NIPRNet) and classified (SIPRNet) network enterprise environments
* Ensured all IT practices are in compliance with DOD security standards.

**Information Systems Technician, 27th Cannon AFB Medical Group, 05/2009-11/2012**

* Performed support duties related to computer networks and client systems
* Performed configuration management and initial diagnostics of information systems
* Installed software/hardware components and system peripherals.
* Worked with network control activities to resolve information system deficiencies/problems
* Ensured compliance with directives governing physical and operational security requirements for information systems

**EDUCATION**

**AA, Health Services Management**

Community College of the Air Force, Maxwell AFB, AL Sept 2016