**Information Systems Technology (IT)**

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**SECURITY CLEARANCE:** TS/SCI/SECRET

**SUMMARY:** Twenty-four years of experience government Telecommunication and IT system administration, technical help desk environment, management, and 10 years’ experience with ONE-Net network services. Recent experience focused as US Seventh Fleet Lead IT Representative to NCTS Far East for all ONE-Net related network and computer issues for the hot site ashore in Yokosuka, Japan.

SOFTWARE – Windows 2007/2008/2008.1/2010, Windows Server 2003/2008/2012/2016/2019, Office 2000/2003/2007/2010/2013, Exchange 2007/2010/2013/2016, Flank Speed/Teams, Global Video Services (GVS), ONE-Net IPhone services/Apple Business Manager (ABM)/DISA PUREBRED Solution.

HARDWARE – HP desktops, Dell desktops, Dell PowerEdge Servers, various CISCO routers, IPhone, STE, EX-90 Desktop VTC, Tandberg 1000 Desktop VTC, DX-80 Desktop VTC, Polycom VTC Suit, VOSIP, VOIP, Network Security Vulnerability Technician (742A), Advance Network Analysts (H08A), Network Administrator (746A), CANES AN/USQ-208 Systems Administrator (H09A).

**CERTIFICATIONS:**

CompTIA Security+ CE - 2024, ITIL Foundation IT Service Management Version 4, Microsoft 365 Certified Modern Desktop Administrator Associate Windows 10 (MDAA) - 2024.

**EXPERIENCE:**

**2016 – Present: Information Systems Management Chief and ONE-Net Network Helpdesk Division Chief, US Seventh Fleet Staff, Yokosuka, Japan.**

2016– Present: Deputy Information Management Officer for fleet information management coordination. Managed C7F Staff’s 2,500 users ashore accounts on ONE-Net Far East at hot site building 3154 (C5). Responsible for managing 16 IT technicians overlooking the CANES network onboard USS Blue Ridge.

• January 2021 through July 2021, assisted ONE-Net Far East with PC Refresh installation for over 2,000 new computers for US Seventh Fleet.

• Submitted numerous NCTS FE Regional Request for Change (rRFC) and Service Desk Request Forms (SDR) to ONE-Net throughout my command tour.

• Assisted end-users and customers in resolving their IT issues accurately and promptly to continue to provide 24/7 services so customers can continue their command's mission with no downtime.

• Ability to assess customer problems through note taking and documentation to annotate the problem the user is experiencing, determining the steps to resolve the issue, and managing the flow of incoming support requests through ticket submission online, email, and phone calls.

• Coordinated mitigations plans of service outages and restoration of services with the local TNOSC when warranted. Network troubleshooting, connectivity issues, locating IP or TCP/IP addresses, VPN, and supporting remote users.

• Proficient with troubleshooting all Windows Operating Systems, Active directory management, PowerShell, Command Line, resolve email issues in MS Outlook, and managing network advisories.

**2013 – 2016: Assessor and Instructor for Afloat Training Group (ATG), U.S. Naval Base Norfolk Virginia.**

• Performed over 20 inspections as an Afloat Training Group Team Leader on various U.S Navy ships in the U.S. Atlantic fleet to review communication systems, ensure proper command IT helpdesk procedures are in placed and training.

• Help developed projects for upgrading network systems and software technology.

**2009 – 2013: Automated Data Processing Help Desk Supervisor and Network Division Chief for USS Peleliu (LHA-5), U.S. Naval Base San Diego, California.**

• Analyzed Windows and UNIX operating systems vulnerabilities with performing corrective actions to ensure maximum system availability. Reporting to the Information Systems Security Manager and Information Systems Security Officer with procedures and guidelines of a security Plan and system accreditation. Trained and processed naval incident and spillage reports with regards to protocol and proxy service vulnerabilities, guarding against hostile attempts of compromise or inadvertent disclosure of sensitive Information.

• Supervised a helpdesk for all trouble calls related to user accounts, network connectivity, software and hardware issues for over 4,000 users.

• Network troubleshooting, including connectivity issues, locating IP or TCP/IP addresses, VPN software, supporting remote users, and verifying port configurations

• Administered Active Directory entries to include unlock and reset passwords, editing display names, verifing dormancy reports, OWA accesses, and verifying SAAR-N forms.

• Troubleshoot and resolved MS Outlook email issues with end-users to resolve their exchange emails.

**2008 – 2009: Information Systems Security Manager, USS Tarawa (LHA-1), U.S. Naval Base, San Diego, California.**

• Oversaw and managed various threat detection, systems administration, knowledge sharing, information management, and cyber security processes for over 1000 unclassified and classified computers as well as applicable Host Based Security System (HBSS) servers.

• Successfully re-imaged all computers on-board ship prior to decommissioning.

**2007 – 2008: Enterprise Service Desk (ESD) Helpdesk Supervisor; Naval Telecommunications Station Middle East (NCTS-ME), U.S. Naval Base, Manama, Bahrain.**

• Help Desk Supervisor responsible for maintaining and reviewing service desk request forms, incoming emails, and phone calls from various commands throughout the ONE-Net Enterprise network pertaining to account creation, email issues, files share, hardware, network, software, and iPhone mobile service to provide continuous status information to ensure customer satisfaction.

• Managed 20 IT Help Desk Specialists, both military and civilian contractors in providing network customer service to over 20K customer accounts.

• Experience using remote login tools to access computers to resolved end-user issues.

• Developed and sustained a productive customer relationship with end-users so they know their needs is a primary focus and concern from customer helpdesk point of view and concerns.

**EDUCATION:**

Diploma - Clark High School; Las Vegas, Nevada 05-JUN-1992

A/S - Coastline Community College Fullerton, California 30-MAY-2012

Certification - Saint Petersburg College, Pinellas County, Florida 01-JUN-2004

**ADDITIONAL EMPLOYMENT HISTORY:**

2005 - 2007 Security Data Management System Supervisor, Navy Region Southwest, San Diego, California

2003 - 2005 Systems Administrator, Commander Submarine Group Seven, Yokosuka, Japan.

2000 - 2003 Joint Information Processing Center and Helpdesk Technician, USS Blue Ridge (LCC-19), U. S Naval Station, Yokosuka, Japan.

1997 – 2000 Radio Operator and Network Help Desk Technician, USS Germantown (LSD-42), Sasebo, Japan.

**Honorable Discharge, Retirement Rank: CPO/E-7 Date: 08/30/2021**

Updated: 8/14/021