

Monquese Cyphers – IT / Systems Resume

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Professional Summary

Results-driven U.S. Navy Veteran with hands-on experience in system administration, Windows Server environments, Active Directory, M365, IAM, networking, endpoint protection, and cybersecurity support. Proven ability to manage user access, maintain secure infrastructure, and support enterprise-level systems.

Core Technical Skills

- Windows Server 2019
- Active Directory, Group Policy
- DNS / DHCP
- SCCM, Patch Management
- Azure AD, M365 Admin Center
- IAM Role Management
- Endpoint Protection
- Office 365, Splunk, Jira, Teams

Experience

ACI Learning – IT Support Specialist / Systems Administrator

Remote • Nov 2021 – Nov 2022

- Managed Active Directory for 100+ users (access, permissions, security compliance).
- Executed patching cycles and SCCM deployments to reduce vulnerabilities.
- Administered M365, Exchange, DNS, DHCP, and endpoint protection systems.
- Supported IAM roles, remote access, and system compliance requirements.

Southwest Research Institute – Technician

San Antonio, TX • Mar 2018 – Mar 2021

- Supported IT-connected lab systems and networked data equipment.
- Maintained 98% uptime for technical systems.
- Automated Excel/SQL reports for engineering teams.

The Boeing Company – Mechanic / IT Coordination

San Antonio, TX • Mar 2019 – Present

- Digitized maintenance tracking, improving data reliability by 10%.
- Maintained FAA/DoD-compliant digital documentation.

United States Navy – Airframe Structural Mechanic

2006 – 2014

- Managed readiness and digital maintenance logs for 50+ aircraft.
- Trained technicians on military maintenance software and tracking tools.