

# Joseph M. Blake, III

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## Information Systems and Technology Professional

✓ *Highly Organized* ✓ *Adept Communicator* ✓ *Team Leader & SME*

Adaptable and creative IS/IT leader with consultative presence, who can create high-performance work climates and foster employee engagement. Associate, with hands-on expertise in infrastructure: computer servers, network technologies, data management, and the disciplines of creating facilities that power reliable and scalable applications. Solid interpersonal skills, well developed work habits, strong oral and written communication skills, and proven project management skills

### Core Information Technology areas of expertise include:

- Information Systems/Technology Management
- Data/Network Administration
- Information Technology Project Management
- Client Server Application Development
- Information Systems Security Administration
- Information Technology Document Writing
- Telecommunications

## EDUCATION

GEORGIA TECH, ATLANTA, GA

**Coding Bootcamp – July 2021-December 2021**

BELLEVUE UNIVERSITY, BELLEVUE, NE

**PhD student Human Capital Management – June, 2020**

BELLEVUE UNIVERSITY, BELLEVUE, NE

**Master of Science, Computer Information Systems-Concentration: Database – March, 2017**

BELLEVUE UNIVERSITY, BELLEVUE, NE

**Bachelor of Science, Adult Education – March, 2012**

COMMUNITY COLLEGE OF THE AIR FORCE, MONTGOMERY, AL

**Associates Degree, Applied Science Information Systems Technology – March, 2009**

## PROFESSIONAL CERTIFICATIONS

- CompTIA Security+
- ICND1 New Horizons Computer Learning Center
- ICND2 New Horizons Computer Learning Center

## TECHNICAL PROFICIENCY

- Proficient with Personal Computers
- Extensive experience with Microsoft products and Operating Systems such as Microsoft Office Suite and Windows XP.
- Ability to design hierarchical network structures and assign subnetworks over various physical media.
- Router/Switch knowledge such as managing and configuring boot image files, creating and configuring VLANs, and writing Access Control Lists for security purposes.
- Knowledge using Routed Protocols: TCP/IP, IPX/SPX, and AppleTalk; and Routing Protocols: RIP, IGRP, EIGRP, and OSPF.
- Six years of experience building, troubleshooting, and upgrading computers in general.
- Windows 7, Server 2003/2008, Exchange Server 2007

- VMware ESX/ESXi
- Microsoft Office
- TCP/IP DNS SMTP SSH HTTP X11 BGP/WAN 802.11
- IPv6 Ethernet Cisco IOS VoIP
- Web 2.0 Sharepoint

## QUALIFICATIONS

- Extensive experience leading and managing office activities
- Excellent communication skills involving resource planning, negotiation and presentations

## EMPLOYMENT HIGHLIGHTS

### GEICO

February 2020-Present

#### Claims Adjuster

- Internet and database savvy
- Excellent customer service skills
- Extremely organized
- Strong multi-tasking skills
- Licensed in several states
- Very knowledgeable with insurance regulations throughout the country
- Experience
- Worked with customers to arrange vehicle inspections.
- Responsible for determining level of loss for each case and deciding on compensation for client.
- Assisted in gathering data and information for cases that wound up being taken to court for various reasons.
- Acted as an arbitrator between the company and clients who had experience loss.
- Fielded customer questions and acted as liaison between the company and customer attorneys.
- Negotiated settlements for bodily injuries due to accidents either with the customer directly or with the customer's attorney.
- Advanced quickly through the company's insurance adjuster training program.
- Became certified and licensed to handle cases in several different states.
- Analyzed case files for clients and determined level of loss and compensation.
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### Cruitek

November 2018-February 2020

#### Network Engineer

#### Macon, GA

- Ability to troubleshoot servers and infrastructure equipment
- Ability to assess networking requirements and provide solutions
- Ability to make accurate and independent decisions under pressure
- Experience with a customer service oriented company
- Excellent organizational, interpersonal, written, and verbal communication skills
- Ability to perform comfortably in a fast-paced, deadline-oriented work environment
- Ability to successfully execute many complex tasks simultaneously

### General Dynamics

August 2018-Present

#### Computer Operator III

#### Warner Robins GA

- Provide system administration technical support for NTCSS servers (Linux Operating System).
- Respond to user trouble calls.
- Conduct system backups.
- Conduct daily system checks.
- Provide system maintenance.
- Release and print batch reports as required.
- Monitor interfaces

**United States Air Force (USAF)**

**May 2016-Feb 2018**

**Item Manager**

**404 SCMS/GUMABB**

**Robins AFB, Warner Robins GA**

- Responsible for enhancing mapping, inventories and support to designated customers through successful incorporation of business systems and Customer Relationship Management (CRM) practices/integrated logistics principles.
- Assists in focusing on readiness, relationships, and sales as pillars of Service engagement strategy.
- Works in analyzing and monitoring metrics relating to backorders, supply availability, no-mission capable, and customer wait time, to improve and enhance the responsive delivery of mapping operational support.
- Works to enhance inventory procedures and communicates directly with customers on immediate problem areas.
- Manages, administers and operate supply systems and activities in order to provide the necessary equipment and supplies for Air Force operations  
Performs supply materiel management aggregation functions

Coordinates material support, knowledge of material, work sequences, and schedules in shops or other industrial operations, and the specialized needs of the programs or operational areas supported

Determines, initiates, and coordinates required actions by establishing and maintaining liaison with inventory managers, contractors or vendors, and planning organizations to schedule or advise as to timing of procurement, delivery, or emergency transportation

Performs item and monetary accounting and inventory stock control

Responsible for financial planning, funds control, requirements computation, allowances determination, research and identification of supplies and equipment

Responsible for demand processing, mission support, the customer service unit, retail sales, mobility and training; performs and monitors management (and procedural application) of manual or automated inventory control actions

Computes and accumulates data for use in analysis

Helps develop work standards and methodology

Performs inventories, and ensures timely correction of discrepancies

Prepares, analyzes, and evaluates reports, procedures, and policy data

Computes requirement, determines allowance, and researches and identifies supplies and

equipment requirements

Performs operations involved in storage, inspection, identification, and receipt of property

Plans and determines the distribution and positioning of supplies among major supply stations, stock points, or using activities.

- Volunteer Youth Soccer Coach – Robins AFB

#### **Cookout Restaurants, Inc.**

**June 2014-May 2016**

##### **Co-Manager**

##### **Warner Robins GA**

- Scheduled and directed staff in daily work assignments to maximize productivity.
- Minimized loss and misuse of equipment through proper restaurant supervision and staff training.
- Developed and maintained exceptional customer service standards.
- Optimized profits by controlling food, beverage and labor costs on a daily basis.
- Performed restaurant walk-through to gauge timeliness and excellent service quality.
- Communicated well and used strong interpersonal skills to establish positive relationships with guests and employees.
- Managed accounts payable, accounts receivable and payroll.
- Increased weekly revenue by 2.5 to 3%.
- Efficiently resolved problems or concerns to the satisfaction of all involved parties.
- Built sales forecasts and schedules to reflect desired productivity targets.

#### **United States Air Force (USAF)**

**March, 2006 – February, 2012**

##### **HQ 754th Electronic Systems Group (AFMC)**

##### **Maxwell AFB, Gunter Annex AL**

- Performed system administration for network users, supporting 400 servers/2,500 workstations valued at \$15M.
- Monitors, identified, and corrected TCNO/vulnerabilities for classified and unclassified network systems
- Supported \$700M Microsoft Technology Adoption Program partnership with Air Force testing future software.
- Updated Local Area Network directory services performed preventative maintenance and data recovery.
- Monitored e-mail servers—processed over 1.4M messages monthly—no mission degradation to 2.2K base users.
- Migrated 1546 mailboxes from legacy server; seamless transition—100% data availability to users in 24 hours.
- Deployed SMTP protocol to scan e-mail for viruses/spam; stopped 7.2M messages reduced traffic by 60%.
- Skilled technician/fixed 48 trouble calls—restored messaging services to 2.2K customers.
- Helped create e-mail server cluster; fully redundant servers/power/connectivity—100% reliable.
- Assisted with advanced BlackBerry server deployment provided 11 VIPs world-wide wireless C2 capabilities.
- Executed 117 TCNOs on 16 core servers; protected network from intrusion attacks/viruses—zero weaknesses.
- Provided message management providing classified/unclass email for 2K users across Gunter's \$35M network.
- Monitored Local Area Network performance ensuring availability of services to local and external customers.
- Configured BlackBerry devices and managed server s providing wireless mobile communication for leadership.
- Tested latest e-mail applications in ps network—provided results to int/ext agencies for AF-wide deployment.
- Deployed in support of a specialized combat unit and provided critical computer/network expertise.

- Installed and configured hardware and software; supported file storage, print, and web servers on \$35M network.
  - Responsible for NCC's \$380K file storage sys; configure/maintained \$2.2M Egenera blade & virtual server system.
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