

# Adrian White Jr

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## **Certifications and Licenses**

### **CompTIA Security+ CE**

August 2020 to August 2023

### **Top Secret Clearance TS/SCI (CI polygraph)**

github <https://github.com/GpaJenkins99>

Digital resume <https://adrian-white-jr-resume.streamlit.app/>

## **Experience**

### **Systems Engineer MSTP**

Obsidian Solutions Group - Quantico VA December 2022 to present

- Oversaw server statuses and operational functionality at a military training facility, ensuring seamless operations.
- Applied critical maintenance patches and updates to enhance system performance and security.
- Delivered comprehensive computer maintenance classes to marine personnel, contributing to their technical proficiency.
- Strategically reimaged end user clients across the building infrastructure, optimizing user experiences.
- Orchestrated system updates and efficiently managed queues using SCCM and WSUS frameworks.
- Provided adept back-end assistance to marines during rigorous training exercises, ensuring uninterrupted operations.
- Skillfully managed Secure Internet Protocol Router (SIPR) accounts through active directory administration.
- Scheduled essential maintenance periods for requisite updates, minimizing operational disruptions.
- Monitored system performance and executed routine tuning and optimization initiatives to uphold efficiency.
- Demonstrated expertise in engineering and maintaining shared corporate infrastructure.
- Proficiently executed and supervised PowerShell scripts for image updates, enhancing system functionality.
- Developed and programmed Python scripts to streamline task sequences, augmenting operational efficiency.
- Collaborated seamlessly with cross-functional teams to define, document, and align system requirements with business objectives.
- Worked closely with development teams to integrate Atlassian tools into workflows, providing guidance and support.

### **Systems Engineer MSTP**

Innovative Reasoning - Quantico VA March 2022 to December 2022

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### **System Administrator DIA**

Vexterra - Reston, VA August 2021 to March 2022

- Responsible for the maintenance, configuration, and reliable operation of computer systems, network servers, and virtualization
- Install and upgrade computer components and software, manage virtual servers, and integrate automation processes
- Troubleshoot hardware and software errors by running diagnostics, documenting problems and resolutions, prioritizing problems, and assessing impact of issues
- Provide documentation and technical specifications to IT staff for planning and implementing new or upgrades of IT infrastructure
- Perform or delegate regular backup operations and implement appropriate processes for data protection, disaster recovery, and failover procedures
- Lead desktop and helpdesk support efforts, making sure all desktop applications, workstations, and related equipment problems are resolved in a timely manner with limited disruptions
- Responsible for capacity, storage planning, and database performance
- Demonstrated proficiency in utilizing Docker and Kubernetes to manage cloud-based environments, optimizing efficiency and scalability.

### **Network Engineer HMX-1**

Greenfield Engineering - Quantico, VA October 2020 to October 2021

- Designed and executed novel network solutions, and enhanced the efficiency of existing networks to align with organizational objectives.
- Installed, configured, and provided robust support for an array of network equipment, encompassing routers, proxy servers, switches, WAN accelerators, DNS, and DHCP servers.
- Orchestrated the procurement of network equipment and expertly managed subcontractors engaged in network installation projects.
- Skillfully configured firewalls, routing, and switching protocols to optimize network security and performance.
- Monitored network health consistently, identifying and resolving issues to ensure peak performance and reliability.
- Strategically planned and executed scheduled network upgrades, minimizing disruptions and enhancing capabilities.
- Conducted thorough investigations into network faults, swiftly resolving issues to maintain seamless operations.
- Ensured network equipment was up-to-date with the latest firmware releases, enhancing security and functionality.
- Delivered concise network status reports to key stakeholders, enabling informed decision-making.
- Provided comprehensive training to marine personnel, empowering them with troubleshooting skills to resolve network-related challenges.
- Collaborated effectively with communications equipment involving radio frequencies, contributing to seamless integration and operations.

### **Help Desk Technician NMCI**

Super Systems Inc.- Norfolk, VA April 2019 to Sept 2020

- Used problem solving skills to assist customers with their technical issues

- Successfully handled calls in a respectful and timely manner with customers
- Assisted customers with issues regarding CAC certificates
- Successfully managed, created, escalated and closed tickets using HP service manager
- Installed and maintained personal computers and mainframe terminals
- Accepted work orders from customers and kept daily logs of all operations including baseline
- Experienced in PC (desktop & laptop) upgrades, configuration, maintenance, troubleshooting, and repairs
- Used remote access tools to assist end-users over the telephone
- Proficient with Microsoft Office 365
- Ran weekly and monthly statistical analysis/metrics of helpdesk activity
- Documented technical issues reported by customers using Remedy
- Kept a professional appearance and always excellent customer service skills
- Worked with end-users to set up passwords and activate user accounts

### **Information Technology Specialist 5-159th HHC GSAB**

U.S. Army Reserve - Fort Eustis, VA December 2017 to Present

- Leveraged strong problem-solving skills to provide effective assistance to customers in resolving technical issues.
- Demonstrated proficiency in handling customer calls with professionalism and timeliness, ensuring high-quality service.
- Provided expert guidance to customers facing challenges with CAC certificates, streamlining their access to secure systems.
- Effectively managed, created, escalated, and concluded tickets utilizing HP Service Manager, maintaining meticulous records.
- Orchestrated seamless installation and upkeep of personal computers and mainframe terminals, ensuring optimal functionality.
- Efficiently accepted and managed work orders from customers, maintaining comprehensive daily operational logs.
- Exhibited expertise in PC (desktop & laptop) upgrades, configuration, maintenance, troubleshooting, and repairs.
- Employed remote access tools to deliver remote assistance to end-users, enhancing problem resolution efficiency.
- Demonstrated proficiency in utilizing Microsoft Office 365 for effective communication and documentation.
- Conducted weekly and monthly statistical analysis and metrics of helpdesk activities, contributing to performance evaluation.
- Methodically documented technical issues reported by customers using Remedy, ensuring clear communication.
- Maintained a professional demeanor and consistently delivered excellent customer service, fostering positive interactions.
- Collaborated with end-users to facilitate password setup and user account activation, ensuring seamless access to systems.

### **Education**

#### **High School Diploma**

Warwick High School - Newport News, VA 2018

### **Skills**

Windows Server 2012/2016	TCP/IP	WAN	Java	System Administration
Microsoft Office 365	DNS	VoIP	django	Network Support
Cisco Router CLI	LAN	SCCM	Remote Access Software	Vsphere
Adobe Creative Suite	VPN	WSUS	Microsoft Exchange	VCS
Active Directory	DHCP	Python	PowerShell	Vrealize

