**Certifications and Licenses**

**CompTIA Security+ CE**

August 2020 to August 2023

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

**github** [**https://github.com/GpaJenkins99**](https://github.com/GpaJenkins99)

**Digital resume** [**https://adrian-white-jr-resume.streamlit.app/**](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 August2021 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 | Vsphear |
| Adobe Creative Suite | VPN | WSUS | Microsoft Exchange | VCS |
| Active Directory | DHCP | Python | PowerShell | Vrealize |