***Introduction***

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| **Position:** | **Knowledge Management** |
| **Name:** | **Terrell Hebert** |
| **Clearance:** |  |

Mr. Hebert is an experienced Knowledge Management and Information Systems Technology Engineer with extensive knowledge of and experience in the implementation and engineering of information management systems for high-level military organizations using Ethernet and IP-based systems. He has developed his expertise through advanced training and more than 15 years designing, engineering, installing, integrating, maintaining, and managing communications systems, portals and IP networks in CONUS and in the Balkans, the Middle East, and the Southwest Asia regions.

Mr. Hebert is a certified Knowledge Manager and Certified Internet Webmaster.

**Snapshot**

* **PhD, Information Management and Decision Science Resources, Walden University (2015)**
* **Masters of Education Instructional Technology, American InterContinental University**
* **Masters of Information Systems Technology, American InterContinental University**
* **Bachelors of Information Systems Technology, American Intercontinental University**
* **Applied Associate of Science, Networking and Web Design, Northern Virginia Community College**
* **Certified Internet Webmaster**
* **Master Certificate in IT Project Management**
* **SharePoint 2003/2007 and SharePoint 2010 Training**

***SharePoint Engineer, DRS Technologies (Special Operations Command Pacific [SOCPAC]), Hawaii, October 2013 to Present***

Responsible for providing expert analytical advice to the SOCPAC Communications Director and the SOCPAC Chief of Staff (COS) on all SharePoint (KM) matters in support of the SOCPAC staff and deployed Special Operations Forces (SOF. Act as SharePoint Engineer for the development, coordination, and integration of SharePoint on multiple networks. Responsibilities include management of all SharePoint Portals, management of two personnel to include SharePoint Systems Administration and Database Engineer (DBA). Overall manager for the design and implementation of the KM collaborative communication systems SharePoint portal. Responsible for the implementation, management, and policies of SharePoint for SOCPAC reporting to the SOJ6 and the SOCPAC COS. Responsible for writing/drafting all policy and procedures in response to managing information sharing for SOCPAC.

***Knowledge Management Director, DRS Technologies (Special Operations Command [SOCAFRICA]), Germany, September 2009 to September 2013***

Responsible for providing expert analytical advice to the SOCAFRICA Communications Director and the SOCAFRICA Chief of Staff (COS) on Knowledge Management (KM) matters in support of the SOCAFRICA staff and deployed Special Operations Forces (SOF) in Africa. Act as KM staff expert for the development, coordination, and integration of command-wide tactics, techniques, and procedures that support the creation of command-wide processes and procedures. Disseminate knowledge via multiple means of communication and networks. Receive and analyze new KM requirements and develop command-wide KM techniques, and make recommendations when policy, procedures, and the technology do not exist for implementation. Responsibilities include management of Knowledge Management and Modernization director, managing a team of five personnel to include software developers, business process analyst, and SharePoint portal content managers. Overall manager for the design and implementation of the KM collaborative communication SharePoint portal. Responsible for the implementation, management, and policies of the KM program for SOCAFRICA, reporting to the J6 and the SOCAFRICA COS. Responsible for writing/drafting all policy and procedures in response to managing information sharing for SOCAFRICA.

***Extended Communications Operations Manager and Communications Engineer, DRS Technologies (Multi-National Forces – Iraq [MNF-I]), Iraq, September 2005 to August 2009***

As program manager and lead supervisor for the Knowledge Management division for MNF-I, managed and supervised 25 communication technicians. The KM division included portal design and development on four networks, records management, SharePoint developers, systems administrators and content managers, training, and the Task Management Tool (TMT). As Client Services program manager, was responsible for multiple communications systems (NIPRNET, SIPRNET, CENTRIXS, and JWICS) operations consisting of network integration, network administration, systems administration, the Network Operations Center (NOC), the Strategic Operations Center (SOC), the Technical Control Facility, the Video Teleconferencing section, and all Voice over IP (VoIP) global communication systems and networks. Provided support for military communications systems (e.g., SIPRNET, NIPRNET, JWICS) in a combat zone. Managed and supervised more than 37 personnel. As Senior Information Manager for the MNF-I SOC, provided communications and information management support with a team of eight technicians. Provided engineering/technical assistance, network monitoring and control, troubleshooting, and problem resolution for the secure, non-secure, and coalition IP-based communications networks in Baghdad’s International Zone Embassy complex. Was responsible for installing new SATCOM equipment and global communication systems, strategic communications planning, and incorporating the military customer’s long-term goals. Engineered and designed three collaborative SharePoint portals used across the MNF-I theatre of operation using LAN/WAN technologies and CISCO configuration riding on SATCOM-based iDirect technologies. Managed the merger of three SharePoint Portals and the migration of those portals from SharePoint 2003 to SharePoint 2007.

***Information Management Officer, NATO/European Union, Sarajevo, Bosnia, August 2002 to September 2005***

Was responsible for monitoring, maintaining, and implementing all information systems using global communications systems in support of the NATO/EU military mission in Bosnia. Using SATCOM, IP, VoIP, and EoIP as information systems manager, developed a theater-wide ID system for all forces using these global communication technologies. Supervised 10 personnel and managed a $10M communications budget. Engineered, implemented, and integrated into the three networks a highly secure communications and networking architecture that met NATO and European standards, applying state-of-the-art LAN/WAN network technology for military forces in Bosnia and Croatia. Advised the NATO J6 on all technical aspects of web page design, including on the right choice/use of tools on three network websites. Conducted engineering analysis and advised on network communications system improvements and implementation, such as automation of web services and portal development across the distributed global communication system using SATCOM services. Implemented SharePoint 2003 into the NATO Headquarters collaborative system.

***Senior Web Developer/Database Administrator, EMW/SPRINT, Tuzla, Bosnia, April to August 2002***

Supported the U.S. Army Eagle Base Web Services for three sites and connectivity for multiple LAN/WAN networks and systems. As program manager and supervisor, was responsible for maintaining a collaborative portal on three networks. Supervised five personnel. Developed and maintained the U.S. Army website integrating dynamic technologies such as Cold Fusion, Active Server Pages, which delivered real-time information to the website from a SQL database to U.S. Army Forces in Bosnia. Designed Cold Fusion and database-enabled information systems. Provided network integration of these technologies using IP, LAN/WAN, and iDirect. Developed and administered SQL Server client/server relational databases. Developed, designed, and maintained the current TF Eagle website and the TACWEB website and performed analysis to determine and improve the U.S. Army TACWEB website. Managed and improved the U.S. Army Eagle Vision website on location and in Germany. Maintained and monitored the global communication software systems, providing technical assistance to reduce and minimize downtime through a NOC.

***Web Developer, SAIC, Hampton, VA, April 2001 to April 2002***

Supported Air Force Intelligence Information Technology (AF IIT) Systems Integration Management Office (SIMO) as a Web Developer and Designer. As lead program manager/developer was responsible for implementing and managing various communications tools and platforms. Engineered and designed various intelligence communications systems using IP-based LAN/WAN technologies. Designed, developed, and maintained the AF IIT SIMO website, integrating dynamic technologies such as Active Server Pages. Provided network integration of these global communications systems. Developed and administered a Microsoft Access client/server relational database. Managed and tracked computer systems planning for the AF IIT SIMO. Maintained and monitored these global communication systems providing technical assistance to reduce and minimize downtime.

***Web Developer, Northrop Grumman - Logicon, Falls Church, VA, June 2000 to April 2001***

As the U.S. Army’s AIMP Webmaster supporting U.S. Army Electronic Army Intelligence Master Plan (EAIMP), managed and supervised three collaborative portals on three networks. Designed, implemented, and maintained the operation of two EAIMP production servers operating on classified LANs, and one development server. Ensured the overall management and content of the sites and applicable standards and validity were met. Engineered web architecture for the U.S. Army on three different networks. Provided LAN/WAN integration for these US Army global software systems. Optimized web architecture for navigability, editorial responsibility for the content, and quality and style of their websites using Cold Fusion and other languages. Maintained network site maps, performed all software maintenance procedures of all sites, and ensured performance of weekly backups. Promoted the site, monitored error logs, and identified and resolved potential problems. Maintained proper information security procedures for network communication systems and ensured applicable security procedures and information assurance procedures were followed across the global network.

***Web Developer, SAIC, McLean, VA, September 1998 to June 2000***

Provided expert web and software development support to the Air Force Intelligence Information Technology (IIT) Systems Integration Management Office (SIMO). Was responsible for system support providing delivery of real-time information to the website hosted on NIPRNET, SIPRNET, and JWICS with a Microsoft Access database backend. Developed and maintained web-based information communication systems and operational architectures to provide communications to remote users on a global scale. Researched technical and functional information and intelligence information communication systems and produced technical reports and web products to communicate technical engineering findings and results. Streamlined data collection where possible into database repositories developed in MS Access and available globally via web integration.

***Assistant Site Technical Engineer and Senior Lead Technician, Pitney Bowes Management Services, Virginia Beach, VA, October 1996 to September 1998***

Managed and supervised 12 technical personnel. Engineered and designed an Information Technology Records Management System under contract with AVIS Rental Corporation using a distributed LAN/WAN networking architecture and Ethernet topology. Engineered and designed an OSHA tracking network for AVIS to monitor, track, and maintain AVIS safety reporting using IP-based servers and CISCO routers and switches.