INFORMATION TECHNOLOGY SPECIALIST

Career Overview

Permanent

Certifications

ITNW 1458 CompTIA Network+ ITMT 1350 MS 70-270 Managing and Maintaining an MS Windows 2003 Environment ITMT 1355 Server 2003 Network Infrastructure ITMT 1400 MS 70-270 Implementing and Supporting MS Windows XP Professional Job Related Microsoft Certified IT Professional (MCITP) Apr 2012 Training: CompTIA Security+ Certified Professional (Mar 2010) Microsoft Certified Professional (MCP) Oct 2008 CompTIA Network+ Certified Professional (May 2008) CompTIA A+ Certified Professional (Apr 2008) Language Language Spoken Written Read Skills: Spanish Advanced Advanced Advanced References: Name Employer Title Phone Email William 407th AFSB Supervisor 254-287-7798 william.cook2@conus.army.mil Cook (*) Mr. John First Army Chief, 254-553-5006 Ciesiolka Division West Information (*) Systems8 of 9 9/2/2015 7:58 AMUSAJOBS - Resumes https://my.usajobs.gov/Applicant/Resume/ListResumes Name Employer Title Phone Email Division Leonard DEFENSE IT Manager 714-385-4605 Flemons CONTRACT (*) MANAGEMENT leonard.flemons@dcma.mil

Work Experience

Company Name May 2012 to Current Information Technology Specialist
City , State

- Indicates professional reference.

October 2009 to May 2012

- Salary: 65,150.00 USD Per Year Hours per week: 40 G6, IT Specialist (CUSTSPT) (This is a federal job Served as a systems administrator for First Army Division West Command and Staff.
- Administered over 800 NIPR workstations, 300 SIPR workstations and 100 ARNET workstations.
- This includes hardware, software, and Local Area Network (LAN)and Wide Area Network (WAN) infrastructures.
- Monitored system resources, the installation and integration of systems fixes and workarounds, updates, and enhancements, including performance, capacity, availability, serviceability, and recoverability.
- Maintained systems configuration as well as resolving IT equipment/software interfaces and interoperability problems.
- Performed customer service help desk/IT support operations and technical assistance to First Army Division West command and staff.
- Diagnosed and resolved problems in response to customer trouble tickets.
- Recieved, responded to and provides resolutions to a variety of help desk calls/tickets.
- A thorough understanding of and ability to manipulate, features of Microsoft Shared Point, XML, HTML, SQL, C++, VB08/10, Visio, Adobe CS5 Dreamweaver and Microsoft Management Console and registry settings.
- Ensured availability of telephones, emails, and Local Area Network (LAN).
- Exceled in troubleshooting software and hardware issues of microcomputers and peripheral devices.
- This includes scanners, digital senders, printers, and other video telecommunication's equipment.
- Maintained MS active directory user accounts and Microsoft exchange Outlook accounts.
- Participated in the planning and execution of unit and systems testing, installing applications and images remotely, providing technical support on execution problems, troubleshooting applications packages, and modifying applications as necessary.
- Reconfigured file structures; used knowledge of Windows XP, Vista and Win 7 operating systems, to include the Microsoft Management Console (MMC) ensuring systems are configured according to policy.
- Frequently trained IMOs on Desktop Management functions to enhance.
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- USAJOBS - Resumes https://my.usajobs.gov/Applicant/Resume/ListResumes knowledge of Army and NEC policies, thus affording the ability to accomplish their duties more effectively.
- Executed a variety of database utility functions.

- Updated user manuals, authentication procedures, systems administrator functions, and related IT security features.
- In accomplishing assignments, ensures the rigorous application of information security/information assurance policies, principles, and practices.
- Developed IA reporting requirements for submission to higher-level management, as required - Maintained a continuing awareness of technical changes in the areas of equipment technology and software development.
- Managed Unit's Active Directory Share Server with over 600 Gb of share space.
- Served as an Active Directory (AD) Manager and System Administrator for multiple servers in a complex networked environment.
- Maintained Microsoft Exchange on primary and backup servers to provide email with full backup and disaster recovery capabilities.
- Supervisor: Mr.
- John Ciesiolka (254-553-5006) Okay to contact this Supervisor: Yes 407th AFSB/ Vista International Operations.

January 2009 to September 2009 IT Network System Administrator II
City , State

- 65,000.00 USD Per Year Hours per week: 40 Served as part of the units S-6 Brigade level office with duties as Network and Computer Systems Administrator.
- Directly responsible for design, install, and support of organizations computer systems as well as the local-area networks (LAN), wide-area networks (WAN), network segments, internet and intranet systems.
- Supported logistics systems client notebooks, workstations, scanners, digital senders, fax machines, copiers and printers.
- Developed system usage policies and server administration procedures.
- 5 of 9 9/2/2015 7:58 AM USAJOBS - Resumes https://my.usajobs.gov/Applicant/Resume/ListResumes Created, tested, and deployed group policy objects (GPO) within the AD.
- Responded to system failures by determining the cause and taking corrective action to address the issue.
- Maintained systems tables, directories, security files, and indices.- - Developed and modifies databases.
- Performed database queries and file transfers using SQL.
- Installed new software releases, system upgrades, evaluates and installs patches and resolves software related problems.
- Established and maintain user and group accounts and permissions.
- Develops and tests system disaster recovery plans.
- Troubleshot a wide variety of user difficulties with desktop computer hardware, software, peripherals, or network/ telecommunication lines.
- Coordinated with installation NEC to establish domain and mail accounts.
- Participated in the design, development, and modification of logistics automated systems.
- Daily duties also include responsible for maintaining network efficiency; monitors and adjusts the performance of existing networks and continually survey the current computer site to determine future network needs.
- Performs customer service help desk/IT support operations and technical assistance to over 800 users.
- As required, plans, coordinates, and implements the organizations information security.
- In addition, conducted customer support studies and recommended necessary IT action pertinent to all aspects of customer support.
- Maintained systems configuration as well as resolving IT equipment/software interfaces and interoperability problems.
- Help desk/IT support duties.
- Participated in the planning and execution of unit and systems testing, installing applications and images remotely, providing technical support on execution problems, troubleshooting applications packages.
- Used IT knowledge, skills, and abilities to quickly and effectively troubleshoot access permissions on computers.
- Managed video teleconference (VTC) suite for unclassified and classified 6 of 9 9/2/2015 7:58 AM USAJOBS - Resumes https://my.usajobs.gov/Applicant/Resume/ListResumes access.

- Managed unit's SharePoint site, control access, developed and established policies and accounts, trained users Supervisor: William Cook (254-287-6841) Okay to contact this Supervisor: Yes.

Company Name October 2005 to August 2008 First Sergeant
City , State

- Salary: 55,000.00 USD Per Year Hours per week: 70 Over 5 years of Top management experience.
- Led a multi-functional unit with over 120 team members and billions of dollars worth of equipment into combat during Operation Enduring Freedom (Afghanistan) and Operation Iraqi Freedom (Iraq) - Company Senior Non-Commissioned Officer served as administrative liaison with other services, top management, and outside agencies - Coordinated operational and administrative duties required for the company's mission - Supervised operations and performance of Battalion Level Information Systems/Communication Shop (S-6) - Senior advisor to Company commander and resource manager for a Headquarters Company - Directly responsible for managing and implementing Company's administrative, standards, policies and Training.
- Supervisor: Paul Mercator (254-288-0527) Okay to contact this Supervisor: Yes.

Education and Training
Texas A & M University Central Texas 08/2011 Master's Degree City , State , United States GPA: GPA: 3.80 GPA: 3.80 Credits Earned: 36 Semester hours
Masters of Sciences : Information Systems Information Systems
Central Texas College 12/2008 United States Technical or Occupational Certificate City , State GPA: GPA: 4.0 GPA: 4.0 Credits Earned: 18 Quarter hours
9/2/2015 Microsoft System Administrator Relevant Coursework, Licenses and Certifications: ITNW 2435 CompTIA A+ Harware and Software ITNW 1458 CompTIA Network+7 of 9 USAJOBS - Resumes https://my.usajobs.gov/Applicant/Resume/ListResumes ITMT 1350 MS 70-270 Managing and Maintaining an MS Windows 2003 Environment ITMT 1355 Server 2003 Network Infrastructure ITMT 1400 MS 70-270 Implementing and Supporting MS Windows XP Professional
Saint Leo University 10/2007 Bachelor's Degree City , State , United States GPA: GPA: 3.25 GPA: 4.0 GPA: 3.25 GPA: 4.0
Bachelor of Science : Computer Information Systems Computer Information Systems
Successfully completed the following computer courses with Saint Leo University: COM-130 PC applications COM-207 Programming in C/C+ COM-208 Programming Visual Basic COM-230 Spreadsheet Applications COM-312 Computer Architecture COM-315 Decision Support Systems COM-320 Systems Analysis COM-410 Database Concepts Programming COM-415 Network Theory and Design COM-498 Information Resource Management COM-499 Computer Information Systems Exam Successfully completed the following computer courses with Central Texas College: ITNW 2435 CompTIA A+ Harware and Software
Interests
May 2005) - for superior leadership skills during deployment to Afghanistan in support of Operation Enduring Freedom.9 of 9 9/2/2015 7:58 AM
Additional Information

- Additional Awarded the Achievement Medal for his outstanding civilian service while Information: assigned to First Division West Awarded the Legion of Merit award (Jun 1986 - Aug 2008) for 22 years of dedication, loyalty and selfless service to our nation and the people of United States of America Awarded the Bronze Star Medal (1 Sep 2006 15 Dec 2007) - for outstanding leadership during recent 15 month deployment to Iraq in support of Operation Iraqi Freedom. Awarded the Bronze Star Medal (1 Apr 2004 1 May 2005) - for superior leadership skills during deployment to Afghanistan in support of Operation Enduring Freedom.9 of 9 9/2/2015 7:58 AM

Skills
A+, A+ Certified, Active Directory, administrative, administrative duties, Adobe, Dreamweaver, AD, Army, Agency, automation, backup, basic, C, C+, C++, COM, hardware configuration, computer hardware, hardware, configuration management, consulting, CONTRACT MANAGEMENT, Contract Management, copying, client, customer service, customer support, databases, Database, Decision Support, disaster recovery, Email, equipment installation, XML, fax machines, features, functional, Help desk, HTML, information security, Information Systems, Information Systems, Information Technology, information technology, computer support, IT support, Local Area Network, Local Area Networks, Local Area Network, LAN, notebooks, leadership, logistics,

Managing, Mercator, microcomputers, access, Microsoft Certified Professional, MCP, Microsoft Certified, exchange, Microsoft Exchange, mail, Office, Outlook, SharePoint, share point, MS Windows, Win 7, Windows 2000, Windows XP, MS Windows XP, monitors, NEC, network administrator, Network, networks, Novell, Oct, operating systems, ORACLE, organizational, peripherals, personnel, copiers, policies, PR, printers, processes, Programming, project management, Read, repairs, reporting, safety, scanners, servers, software development, software troubleshooting, Spanish, Spreadsheet, SQL, strategic, Supervisor, System Administrator, systems administration, Systems Analysis, systems development, tables, technical support, technical assistance, user manuals, telecommunications, telecommunication, telephones, Phone, troubleshoot, troubleshooting, unique, upgrades, video, Visio, Vista, Visual Basic, Wide Area Network (WAN), WAN, workflow, Written