

## MARK A. COLLINS

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### PROFESSIONAL SUMMARY

**Network Information & Technology Professional and Military Veteran** with an active **Top Secret Security Clearance** and 15+ years of experience in developing multifaceted plans to accomplish defined end states and goals. Maintained accountability, maintenance, life cycle and replacement of network and communications equipment valued in excess of \$5M across multiple continents. Managed and trained teams of 30 or more personnel while maintaining accountability for \$20M worth of sensitive equipment. Planned and coordinated a spectrum of communications between the Army, Marines, Navy and Airforce globally enabling the Joint Force with the constant flow of situational awareness enabling Tactical through Strategic operations. Recipient of multiple awards for outstanding performance and professionalism.

- Leadership / Supervision
- Enterprise Systems
- Capability Development
- Program Management
- Training and Development
- Organization / Communication
- Data Analysis
- Policy Implementation
- Define / Articulate Requirements

### EDUCATION / CERTIFICATIONS / TRAINING

- BS Information Technology (Ongoing Education) 2022-Present – Expected Graduation April 2025
- Capabilities Development Course, US Army Logistics University, Fort Lee, VA – 2015
- Cisco Certified Entry Networking Technician Certification (CCENT) – 2014
- Fiber Optics Installer - 2012
- Comp Tia Network + Certification – 2012
- Computer Science, Pittsburgh Technical Institute, Pittsburgh, PA 2004-2005

### PROFESSIONAL EXPERIENCE

#### Sierra Nevada Corporation – Southern Pines, NC

(2016 – Present)

##### Engineering Services Manager II – (2021 – Present)

Oversee and manage the engineering services department, coordinating a team of engineers and technical professionals to efficiently deliver projects and services. Establish standards, processes, and collaborated with other departments to ensure successful project execution and drive continuous improvement.

- Participated in multiple Cross Functional Teams in support of USSOCOM to identify capabilities gaps, influencing policy, technical approach, and implementation.
- Influenced and advised policy, technical approach, and implementation of Combined Joint all Domain Command and Control (CJADC2) within USSOCOM, USASOC, and JSOC command structures lowering barrier to entry for multiple warfighting functions.
- Performed and supported multiple roles, from technical integration through Program Management duties resulting in an average of 4 million dollars per year in unplanned funding for services and hardware.
- Advised enterprise data integrations and solutions in support of all of Department of Defense and Special Operations resulting in a further understanding of data and technology requirements from tactical through strategic operations.

##### Product Support Engineer Sr (2018-2021)

Provide technical assistance and support for Sierra Nevada corporations Tactical Radio Application Extension to diagnose and resolve customer issues, deliver product training, and collaborate with cross-functional teams to improve product performance and customer satisfaction.

- Gathered requirements and identified gaps for both United States and international customers. Identified program technical milestones influencing development cycles.
- Developed and integrated prototype solutions for international customers resulting in contracts excess of 90 million dollars over 10 years.

- Developed, coordinated, advised, and integrated future concepts and initiatives in support of global operations with Component Services and FVEY partners resulting in shared situational awareness from tactical through strategic operations.
- Identified and created the Plan of Instruction in support of Sierra Nevada Corporations Tactical Radio Application Extension, establishing the training baseline for customers and newly hired personnel.

**Field Service Engineer (2016-2018)**

Provides on-site and remote technical support, troubleshooting, and maintenance for equipment or systems; ensuring customer satisfaction by addressing technical issues, installing, and configuring equipment, and collaborating with cross-functional teams to resolve problems and deliver effective solutions.

- Developed Tactics, Techniques, and Procedures for doctrine with joint networks in partnership with USSOCOM and Joint Staff.
- Integrated and tested software and hardware solutions in support of USSOCOM PEO-C4 and Joint Staff J6.
- Provided integration and training in support of Department of Defense customers resulting in further requirements identification.
- Coordinated directly with software and hardware development teams, ensuring customer requirements and gaps were addressed or implemented.
- Trained and mentored multiple customers and peers, to successfully configure and implement joint data networks leveraging Tactical Radio Application Extension (TRAX).

**United States Army****Strategic Modernization / Senior Capability Developer (2014 – 2016)**

Determined, documented, and staffed conflict concepts, required capabilities, conflict operations gaps and doctrine, organization, training, material, leader development, personnel, and facilities (DOTMLPF) requirements.

- Developed, coordinated, advised, and integrated future concepts and initiatives in support of global operations with Component Services resulting in multiple Capability Development Documents within Special Operations Command
- Synchronized and managed procurement and sustainment funding for programs of record in excess of \$30M
- Proposed strategy to identify and reduce redundancies of Special Operations unique communications; resulted in \$10M savings across the communications portfolio.
- Increased Organizational awareness by mentoring personnel on the Joint Capabilities Integration and development System utilized by the Department of Defense resulting in identifying capability deficiencies and solutions.
- Developed tactical communication concepts, resulting in endorsement from Training and Doctrine Command, Maneuver Center of Excellence, Mission Command Center of Excellence, Cyber Center of Excellence, XVIII Airborne Corps, and Research and Development Command, and prototype development and Program of Record establishment.

**Senior Data Systems Integrator (2012 – 2014)**

Responsible for the development and management of the Microsoft Office SharePoint and exchange services, management of active directory and user accounts and provided information technology oversight to ensure all department and tactical server and data services on multiple unclassified and classified networks.

- Educated, supervised, and led multiple teams of communicators in the installation of 30 Air Force aircraft for en-route Mission Command Capability systems to provide classified and unclassified voice and data services.
- Planned, coordinated and managed tactical and garrison network communications during both conventional component service operations and Joint Special Operations for over 1000 users providing Unclassified, Secret, and Top Secret data and Voice over Internet Protocol (VoIP) services
- Maintained accountability, maintenance, life cycle and replacement of Controlled Cryptographic items, network and communications equipment in excess of \$5M across multiple continents.
- Planned, coordinated, and resourced the infrastructure and implementation of Heating Ventilation and Air Conditioning, electrical, Data and network services in a multi-million-dollar Joint Operations Center

**Senior Local Area Network Manager (2011 – 2012)**

Served as the Senior Local Area Network Manager at the Battalion level, responsible for maintaining, managing and distributing all automations equipment, providing voice and data communications over fiber optics and copper for command and control. Managed the creation and transition of users' accounts, mailboxes, and end user peripherals physically and logically in Active Directory both in tactical and garrison environments.

- Developed, implemented, and maintained an intricate communications network that span multiple network domains, providing voice and data services for 1200 users or more for during Joint Operations Training
- Planned, coordinated, and implemented an annual training calendar to facilitate a robust automated information system training path, resulting in subordinates to achieve the nationally recognized Comp Tia Network and Security + certifications, enabling administrative privileges to be granted.
- Assessed and revised help desk operations and updated standard operating procedures that improved the response time in solving user and network issues by 75%, providing increased customer service.

#### **Senior Radio Operator Maintenance Manager (2009 – 2011)**

Responsible for the supervision of Ranger Communications teams capable of no-notice worldwide employment in the interests of the United States providing High Frequency (HF), Very High frequency (VHF), Ultra-High Frequency (UHF), Special Operations Communications Assemblage and Satellite Communications by various Special Operations radio, data, and in-flight communications systems.

- Supervised the control and use of Signal Operating Instructions and implementation of Communications Security, Operations Security, and physical security policies.
- Assisted in development and testing evaluations of the Joint Tactical Radio System (JTRS)
- Prepared and executed Post Security and Regimental Command Inspections achieving 0 infractions.
- Selected over superiors to organize and instruct blocks of instruction to educate the team on communications.
- Maintained accountability of 30 personnel and excess of \$20M worth of sensitive equipment

#### **Signal Support Systems Specialist (2005 – 2009)**

Responsible for the planning, coordination, and execution of all Command, Control, Computer, and Communications requirements; assisted in the supervision and training of Platoon Radio Communicators.

- Assisted in the development, scheduling, coordination, and evaluation of all communications training.
- Supervised the installation, operation, and maintenance of all communications equipment; monitors the status of all communications equipment and equipment in support maintenance.
- Educated and maintained operational capability of all communications equipment in excess of 50 or more light infantry leaders and support elements.
- Developed standard Operating procedures and Policy that facilitated logistics and expedited accountability of equipment in support of no notice deployment reducing overhead.

#### **AWARDS**

Bronze Star

Purple Heart

Joint Service Commendation Medal

Joint Service Accommodation Medal