

# Oceana Barber

Location: South Carolina | Email: oceana.barber@gmail.com

## PROFESSIONAL EXPERIENCE

### System Administrator/Senior Configuration Analyst

Undisclosed Location – Classified

April 2023 to Feb 2025

- Provides configuration management support to assigned projects.
- Manages the local Definitive Media Library and processes requests to change the authorized product list (APL).
- Processes service request and change request tickets using ServiceNow or similar ticketing tool.
- Provides guidance and work leadership to configuration team members.
- Completes monthly Configuration Management audits.

### Information Technology (IT) Supervisor /Asset Manager

U.S Air Force | Various Locations

Nov 2019 to May 2023

- Monitored employee tasks, evaluating information processing and performance to gauge business functions and inefficiencies.
- Reviewed performance benchmarks and established metrics for future tracking.
- Collaborated closely with upper management to drive strategy through development and implementation of new processes.
- Oversaw installation of software programs and hardware systems to meet requirements.
- Identified opportunities for process improvement through analysis of user feedback and implemented changes accordingly.

### Information Technology (IT) Specialist/Asset Technician

U.S Air Force | Ramstein, Germany

Jan 2018 to Nov 2019

- Provide support of incoming requests to the service desk via telephone, ticketing system, and email to ensure courteous, timely, and effective resolution of end-user issues.
- Provided remote and in-person support to resolve issues.
- Set up new computer systems and devices, including installing hardware, and software, cables, and peripherals.
- Support PC imaging on different network classification levels.
- Troubleshooting and problem-solving hardware and software related issues including peripherals.

## EDUCATION & CERTIFICATIONS

- Bachelor of Science | Computer Science | University of South Carolina | 2028
- Bachelor of Science | Information Technology | Western Governors University | 2024
- Associate of Science | Information Technology| Community College of the Air Force | 2021
- CompTIA Security+ | CompTIA A+ | CompTIA Network+ | CompTIA Project + | CompTIA CySA+

## SKILLS

- **Networking:** LAN | WAN | Routers | Switches
- **Operating Systems:** Mac | Microsoft Windows | Apple
- **Hardware:** Personal Computers | Peripherals | Mobile Devices | Printers | MFDs
- **Software:** Microsoft 365 | SharePoint | Google Docs | Zoom | Remote Desktop | VPNs | PuTTY | Tenable.sc
- **Enterprise Applications:** Active Directory | SCCM | GPO | BMC Remedy | Jira | IAO Express | ServiceNow | Confluence