RICHARD EUGENE SYVERSON

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PROFESSIONAL SUMMARY

IT Professional with over four years of experience in Explosive Ordnance Disposal with a Top-Secret (SCI eligible) Security Clearance. Proven expertise in emergency management, incident and crisis response and logistics coordination, with a strong track record in optimizing processes and securing critical assets. Adept at leading complex safety operations and enhancing team readiness in high-pressure environments. Graduate/Alumni of the Microsoft transition program for Server & Cloud Administration, gaining comprehensive training in cloud technologies, software development, and system administration. Proficient in managing and securing cloud environments, deploying cloud solutions, and supporting IT operations and customers. Demonstrates strong communication and collaboration skills, committed to upholding operational standards.

TECHNICAL COMPETENCIES

- **TS/SCI Secret Clearance**
- Team Leadership
- Safety Protocols/Compliance
- Training and Development
- Problem-Solving
- Risk Assessment
- Operational Planning
- Stress Management
- Technical Proficiency
- Lifelong Learner

- Beginner Level Linux
- Storage Configurations
- Customer Focused
- Performance Improvement
- Information Security
- Server Administration
- Cloud Administration
- PowerShell
- AI Foundational Concepts
- Active Directory/ Entra ID

- Fail Over Clustering
- Virtualization
- Containers
- Emergency Management
- Microsoft Office Suite
- Hyper-V
- Windows Server 2016/2022
- Microsoft Azure
- Beginner Level HTML
- Beginner Level CSS

PROFESSIONAL EXPERIENCE

L3 Harris – San Antonio, TX   **12/2024– Present**
Sr Associate Network Plan Engineer
Provides Tier I/II engineering and operation support to customers to minimize downtime in a high availability environment.

- Observes and interprets computer and network system messages and customer input to respond and immediately address hardware and software issues.
- Gained a familiarity with RHEL (Red Hat Enterprise Linux) and Linux command line.
- Gained a familiarity with IOS command line used in Cisco devices.
- Engages with high continuity communication with coworkers daily in order to support a high availability environment, avoiding operational gaps in service.

Microsoft – Remote   **7/2024– 11/2024**
Microsoft Software & Systems Academy (MSSA) Graduate/Alumni
Student in a competitive 17-week technical training program developed by Microsoft for military veterans with a focus on server and cloud administration.

- Gained understanding of local storage, Hyper-V and virtual machines, disaster recovery, failover clusters, and creating and managing deployment images.
- Configured and deployed DNS infrastructure, managed Active Directory environments, and established Group Policies to enforce security protocols and streamline user access authentication.
- Acquired expertise in designing and implementing advanced server infrastructure, including high-availability systems, virtualization, and scalable network architectures.
- Implemented Microsoft Azure infrastructure solutions and configured Windows Server environments using both PowerShell scripting and Graphical User Interface (GUI), ensuring efficient deployment and management of cloud and on-premises resources.

United States Air Force – Various Locations   **7/2020– 11/2024**
Explosive Ordnance Disposal (EOD) Team Member

Provided guidance and training to junior EOD technicians, enhancing team skills in ordnance disposal techniques, and promoting a culture of safety and excellence within the unit.

- Oversaw maintenance and safety compliance for a diverse fleet of 19 vehicles and equipment worth $1.5 million, resolving critical safety issues to ensure full operational readiness.
- Cleared unexploded ordnance over a 1.5 million-acre range, facilitating over 4,400 annual high-intensity training exercises, thereby enhancing operational safety and training effectiveness.
- Revitalized asset management procedures, efficiently clearing a long-standing backlog and optimizing storage space by 2,800 square feet, significantly reducing excess inventory by 87%.
- Contributed to a $233,000 budget, effectively allocating resources to maintain team readiness and operational efficiency for a 13-person emergency response team.
- Identified and corrected 28 discrepancies, filling the role of a supervisory position as a junior enlisted Airman.

United States Air Force – Various Locations
Explosive Ordnance Disposal (EOD)
Performed critical Explosive Ordnance Disposal operations, skillfully identifying and neutralizing a variety of explosive threats, thereby ensuring the safety of personnel and assets in high-risk scenarios.

- Managed a diverse array of assets totaling over $3.3 million, including advanced robotics and communication systems, ensuring seamless operational support for Indo-Pacific region missions.
- Maintained operational readiness of critical equipment and resources, ensuring the team's consistent preparedness for emergency response and crisis management situations.
- Acted as a team member for Improvised Explosive Device (IED) response, utilizing robotics for remote threat reconnaissance, securing a 250-personnel medical facility worth $157.1 million, with operations restored in less than an hour.
- Coordinated logistics for large-scale training exercises, handling the transportation of 20,000 lbs. of cargo and clearing extensive areas of hazardous materials, facilitating over 4,400 training sorties.
- Provided US Secret Service/State Dept. with support during the United Nations General Assembly 77 and APEC 2023. Effectively protected POTUS, VPOTUS, and 226 foreign dignitaries, by clearing over 69,806,000 square feet.

EDUCATION

Associate's in Computer Technology | American Military University (In Progress)
Explosive Ordnance Disposal Preliminary Course (160 HOURS) | Sheppard AFB - 20 September 2019
Naval School Explosive Ordnance Disposal (1,072 HOURS) |Eglin AFB - 31st July 2020
MSSA Microsoft Software & Systems Academy (680 HOURS) | Remote – November 2024

CERTIFICATIONS & TRAINING

Opsgility, LLC MSSA Fundamentals (32 HOURS) | Remote - July 2024
Opsgility, LLC 20740WV - Installation, Storage, and Compute with Windows Server (147 HOURS) | Remote – August 2024
Opsgility, LLC 20742 - Identity with Windows Server (64 HOURS) | Remote - August 2024
Opsgility, LLC Windows Server Challenge - Hyper-V and Storage | Remote - August 2024
Opsgility, LLC 55349 Networking with Windows Server (64 HOURS) | Remote - September 2024
Opsgility, LLC Windows Server Challenge - Hyper-V Networking | Remote - September 2024
Opsgility, LLC Windows Server Challenge - Hyper-V Advanced Networking | Remote - September 2024
Opsgility, LLC Windows Server Challenge - PowerShell Automation | Remote - September 2024
Opsgility, LLC Linux Administration (40 HOURS) | Remote - September 2024
Opsgility, LLC AZ-040: Automating Administration with PowerShell (32 HOURS) | Remote - October 2024

INDEPENDENT LEARNING

HTML 5 Essential Training (40 HOURS) | Online - July 2024
Microsoft Certified: Azure Fundamentals Credential ID: 37B53EE4EA223FF2 (AZ-900) | Online - August 2024
SY0-701 - CompTIA Security + ID: COMP001022646071 | Online - October 2024
Microsoft Credential: Administer Active Directory Domain Services APL-1008 | Online - October 2024
Microsoft Credential: Configure Secure Access to Your Workloads Using Azure Networking | Online - October 2024
Microsoft Credential: Secure Storage for Azure Files and Azure Blob Storage | Online - October 2024

AWARDS

354th CES Airman of the quarter | 01 OCT 22 – 31 DEC 22, Eielson AFB, Alaska