

ANDREW C HICKS

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Extraordinarily organized, resourceful, and results-driven IT professional, with experience in planning, directing, executing, and streamlining the installation, testing, operation, maintenance and troubleshooting of software and hardware systems. Possesses comprehensive knowledge of informational technical consultation and computer systems analysis gained from service in government agencies. Proficient in implementing and supporting mission-critical software and hardware while maintaining the return on investment for the organization. Significant interpersonal, organizational, and team collaboration skills, complemented with effective leadership, management, and training abilities while interfacing with dynamic users of diverse backgrounds.

CLEARANCE: *Ask for Security Clearance Information*

PROFESSIONAL EXPERIENCE

AUG 2021 – PRESENT

SYSTEMS ADMINISTRATOR, 21ST COMMUNICATIONS SQUADRON

Colorado Springs, CO

- Installing, configuring, and maintaining computer systems and servers, including hardware, software, and networking components
- Managing user accounts and permissions, including creating and deleting accounts and assigning appropriate access levels
- Providing technical support to users, including assistance with configuring and using computer systems and software
- Troubleshooting and repairing technical issues that arise with computer systems and servers
- Monitoring system performance and identifying and addressing any issues that arise
- Implementing and maintaining security protocols and tools, such as firewalls and antivirus software, to protect the system from external threats
- Developing and maintaining documentation of system configurations and processes
- Keeping up to date with new technologies and best practices in the field, and making recommendations for improvements to the system
- Managing vendor relationships and contracts related to computer systems and equipment.

JAN 2021 – AUG 2021

OPERATIONS SPECIALIST TRAINER, 83RD NETWORK OPERATIONS SQUADRON

Hampton, VA

- Developing and delivering training programs for operations specialists, including curriculum design, lesson planning, and material development
- Assessing the learning needs of operations specialists and adapting training materials and methods accordingly
- Evaluating the effectiveness of training programs and making recommendations for improvement

- Maintaining records and documentation of training programs, including course materials, attendance records, and student progress
- Collaborating with subject matter experts and other trainers to develop and update training content
- Providing ongoing support and guidance to operations specialists during training and after completion of training programs
- Facilitating group discussions and activities, and providing individualized coaching and feedback to students
- Managing classroom resources, including equipment and materials, to ensure an effective and efficient learning environment.

OCT 2019 – JAN 2021

NETWORK ADMINISTRATOR, 83RD NETWORK OPERATIONS SQUADRON

Hampton, VA

- Manage the resolution of complex IT errors and outages.
- Maintain the confidentiality, integration, maintenance, and management of network systems and technology.
- Ensure the stability and reliability of the network through the use of various support tools and equipment.
- Designing, implementing, and maintaining network infrastructure, including routers, switches, servers, and other hardware and software components
- Monitor network performance and troubleshoot any issues that arise.
- Secure the network from external threats and maintain compliance with industry standards.
- Manage and update support tools and equipment to ensure efficient network operations.

AUG 2017 – OCT 2019

IT SUPPORT, 83RD NETWORK OPERATIONS SQUADRON

Hampton, VA

- Inquire, assess, and adopt new and improved applicable approaches to provide IT services.
- Maximize functionality and security of hardware, software, and network systems through planning, implementation, maintenance, and enhancement of information systems security programs, policies, procedures and tools.
- Proactively construct and streamline new work center functions, standards, policies, specialties, and skills.
- Significantly increase integrity and security of IT systems by deploying, sustaining, troubleshooting, and repairing voice, data, and systems operation.
- Effectively manage organizational client user and device accounts, operating systems, accountability, incidents, and operations in interest of government asset investments.
- Proficiently installed and built computer hardware and software for customers.

JAN 2015 – AUG 2017

IT SPECIALIST, 83RD NETWORK OPERATIONS SQUADRON

Hampton, VA

- Provide oversight in the handling and resolution of a wide range of complex Information Technology errors and outages.
- Maintained confidentiality, integration, maintenance, and management of network systems and technology.

- Ensure sustainable and continuous network operations and technical support through various support tools and equipment.

MAR 2021 – PRESENT

SERGEANT (CYBER TRANSPORT), SCHRIEVER SPACE FORCE BASE

Colorado Springs, CO

- Leading and managing a team of service members, including setting goals and objectives, providing guidance and direction, and evaluating performance
- Providing technical expertise and knowledge in your specific area of expertise, such as communications, networking, cyber security, or space operations
- Methodically perform, coordinate, integrate, and supervise network design, configuration, operation, defense, restoration, and improvements.
- Participating in planning and execution of missions and operations
- Maintaining personal and professional development through training and education opportunities

APR 2014 – AUG 2021

CYBER TRANSPORT TECHNICIAN, LANGLEY AIR FORCE BASE

Hampton, VA

- Plan and coordinate mission-critical voice, data, and video services.
- Execute repairs, analysis, and facilitate capabilities, performance, errors, and failures in network systems.
- Constantly check and monitor systems and circuits performances.
- Methodically perform, coordinate, integrate, and supervise network design, configuration, operation, defense, restoration, and improvements.

EDUCATION

SEP 2016

CISCO CERTIFIED NETWORK ASSOCIATE (CCNA) ROUTING AND SWITCHING,
INFOTEC

Hampton, VA

DEC 2014

COMPTIA SECURITY +, KEESLER AFB

Biloxi, MI

DEC 2014

CYBER TRANSPORT SYSTEMS TECHNICIAN (3D1X2), KEESLER AFB

BILOXI, MI

SKILLS

- Wireshark
- Linux, Windows, and Cisco IOS Command Line Interfaces (Kernel, PowerShell, SSH)
- Microsoft Suite (Word, Excel, PowerPoint, Outlook, OneNote)

- Microsoft Office (Visio, Access, SharePoint, Project)
- Asset Management
- Windows 10 Operating System
- Network Infrastructure