SHEILA BURGESS

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Active TS/SCI clearance with Polygraph

CERTIFICATIONS

- Cisco CCNA
- CompTIA Security+
- CompTIA Net+
- CompTIA A+
- ACAS

SKILLS

- ACAS certified
- DISA STIGS
- SCAP Scans
- Network Securities: NAT, VPN, IPSec, ACL, ClearPass, Cisco ISE
- Network Management: SNMP, Solarwinds Orion, AirWave
- Remote access technologies: Cisco AnyConnect, RDP, Telnet, SSH, Dameware
- Worked on Cisco C9300, Cisco C9200, Cisco ISR4321, Cisco , Cisco 2900 series, Cisco Cisco ASA 5505 Series, Aruba AP 205H 220 Series
- Infrastructure Services: DHCP, DNS, FTP, TFTP.
- Routing Protocols: OSPF, EIGRP
- Packet Tracer
- Remedy Ticketing System
- HTML5
- CSS3
- JavaScript
- Windows 7, 8, 10
- Software/Driver installation
- System upgrades and backups
- VOIP Phone Configuration
- Active Directory
- Desktop Support
- CISCO router management

WORK EXPERIENCE

Network Engineer

CS9 Technologies – Quantico, VA – September 2021 to Present

- Creating SCAP scans and checklists
- Scanning all network devices in ACAS and remediating vulnerabilities.
- Monitors and manages all network devices in Solarwinds.
- Participated in the refresh of all end-of-life network equipment, configuring Cisco devices for replacement.
- Troubleshoots and resolves issues with SSH, SNMP, Radius, etc.

Network Engineer

Trideaworks – Fredericksburg, VA – August 2020 to September 2021

o Troubleshoot and resolve issues associated with various tools and applications.
o Escalate tickets to developers to update the tools, as needed.
o Create and update documentation for the tools and ensuring documentation meets 508 compliancy.
o Utilize SQL Server Management Studio to maintain large databases.
o Import large spreadsheets into databases, using SQL Server Management Studio, and ensuring database is accessible via a web browser.

Network Engineer

Phacil – Quantico, VA – June 2019 to August 2020

o Troubleshoot and resolved network connectivity issues for network devices, switches, routers, and Aruba devices for local and remote locations.
o Configured, updated, and maintained various routers and switches.
o Updated switch IOS as needed.
o Managed network access for systems through ASL and Clearpass.
o Worked with other remote teams to provide network connectivity.
o Created, monitored, and updated tickets in Remedy.
o Participated in the development and maintenance of technical documentation and Standard Operating Procedures.

Help Desk Technician

Bowhead – Dahlgren, VA – April 2018 to June 2019

o Provides on-site desktop, email, phone, and general help desk support.
o Creates, monitors, redirects, and updates tickets in Remedy.
o Creates and manages objects in Active Directory.
o Provides support with assigning and maintaining IP addresses as requested.
o Quarantines new systems, as needed.
o Participates in the development and maintenance of technical documentation and Standard Operating Procedures.
o Identifies problems, investigates causes, and escalates tickets to Tier 2 if needed.

Help Desk Technician

GDIT – Fort Belvoir, VA – June 2017 to April 2018
o Provides Tier I and II telephone, email, remote desktop, and desk side end user support to onsite and offsite users.
o Creates, monitors, and updates tickets in Remedy.
o Participated in Windows 10 migration project, imaging computers and providing the bulk of help desk user supported during the migration period.

- Identifies problems, investigates causes, and escalates tickets to Tier 3 if needed.
- Creates and updates technical documentation and SOPs.
- Creates documentation and coordinates with property book office and Facilities to ship computers.
- Images computers using GhostCast.
- Installs and updates drivers and software.
- Creates and runs ACAS scans and remediates vulnerabilities.
- Creates and manages objects in Active Directory.

System Administrator

US Army - Killeen, TX April 2010 to October 2015
- Team Leader, providing leadership and training for small teams of up to 5 personnel.
- Provided system administration, maintaining networks for 500+ end users in a hands-on help desk environment.
- Created and maintained networks, including the configuration of CISCO routers, switches, and VOIP phones, as well as firewalls, in extremely fast paced, high stress environments.
- Performed quarterly backups and updates for equipment, including routers, switches, wanscaler, firewalls, and VOIP phones.
- Acted as first point of contact for end users, troubleshooting and resolving issues, and imaging computers.
- Utilized Active Directory to create and maintain user accounts, add computers to the domain, and give users access to the share drive.
- Created and maintained company share folder, managing user access to folders.
- Two month project leading teams in the installation of CAFRS, troubleshooting issues with installation and training others on how to fix issues.
- Installing and configuring software, such as CISCO VPN Client and Citrix.

EDUCATION

Bachelors in Digital Media and Web Technologies
UMUC - Adelphi, MD June 2017 to August 2018

Associate in Computer Studies
UMUC - Adelphi, MD September 2011 to October 2015

MILITARY SERVICE

- Branch: Army
- Service Country: United States Rank: Specialist
- April 2010 to October 2015

COMMENDATIONS

- **Certificate of Achievement**: Outstanding performance installing and maintaining all network equipment within one and a half hours of changing locations, ensuring reliable communications to all computer users.
- **The Army Commendation Medal**: Exceptional service as an Information Systems Analyst in support in support of Operation Enduring Freedom, Afghanistan.
- **Army Good Conduct Medal**: Exemplary behavior, efficiency, and fidelity in active federal military service.
- **Certificate of Achievement**: Outstanding performance during NTC.