

James Steele

Jr Systems Engineer

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Carlisle, PA

PROFESSIONAL PROFILE

Military Veteran, IT Business analyst and aspiring Systems engineer with a diverse background supporting government entities and contracts. I strive to provide excellent customer service, while working in fast paced environments. Continuous learning, a dedicated commitment to a team environment dynamic with the ability to contribute expertise and follow leadership directives, while being adaptable to the ever-changing technological world.

TECHNOLOGY SUMMARY

Systems: Windows 7/8/10, Windows Server 2016-2019, Linux, Mac OS X, iOS, DNS and DHCP, Networking, Remote Desktop Services, Network Standards and Protocols, IPS/IDS Intrusion Prevention System, and Intrusion Detection System

Hardware: Disassemble and Reassemble desktop PCs, RAM, Hard Drives, Motherboard, Network Interface Cards, Server and switch installation/configuration, ethernet, and Processors

Software: Microsoft Firewalls, identify types of Malwares, SIEM, Vulnerability Scanners, Scripting with Powershell, Classless IP Addressing, HTML

KEY SKILLS

- Network administration, Cybersecurity, risk management, incident response, active directory, and access control.
- Diagnose, repair, prioritize, and display problem-solving skills when troubleshooting technical issues.
- Virus and malware mitigation, SIEM configuration, and vulnerability scanning.
- Cloud Platform Support to include Microsoft Intune, Azure, Office 365 and Google Cloud Applications
- Familiar with ServiceNow ticketing
- Experience with SQL queries and PowerShell scripts
- Programming languages: HTML, CSS, Java

EDUCATION

Applied Science in Network Administration and Cybersecurity | *MyComputerCareer*

Graduation Date:04/2024

CERTIFICATIONS

CompTIA: A+, Networking +, Security +, CySA+, CASP+

Microsoft: Security, Compliance, Identity Management Fundamentals

EMPLOYMENT

Vectrus | *IT Business Analyst*

February 2023 – Present

- Performs a multifaceted role within the organization, combining the responsibilities of an IT Business Analyst, Consultant, researcher, and an internal tool developer.
- Conducts comprehensive analysis of operational processes and data.
- Utilize data visualization tools such as PowerBI to deliver data analysis and trends for business stakeholders and executives.

- Prioritized feature requests, bug fixes, and updates in coordination with stakeholders and developers
- Develops clear and concise function and non-functional requirements, leveraging effective communication to bridge the gap between technical and non-technical teams.
- Utilize a strong understanding of SDLC and programming languages to contribute to the design, development and implementation of software application enhancements/fixes that align with the business objectives.
- Provides QA testing and analysis for bugs and enhancements.
- Delivers customer support to government personnel as a SME for all initial troubleshooting of hardware/software and for technology enhancements to the business.

Apex Systems | *IT Specialist Lead*

August 2022- February 2023

- Provided technical support for hardware, software, and infrastructure.
- Developed/Scripted a Database Management/Asset Management tool using Microsoft Access for tracking classified hardware. (SQL queries and VBA).
- Domain Administrator responsible for identifying, logging, and reporting issues in production for enterprise networking corrections.
- Managed Windows Active Directory tasks, user and machine management, and policy application
- Trained and mentored new employees, resulting in increased daily production.

Apex Systems | *IT Specialist II*

March 2022 – August 2022

- Verified software installations and ensured security compliance and Implemented DOD guidelines for classified media handling.
- Troubleshoot hardware for network connection issues.
- Utilized PXE and SCCM for Windows device imaging.
- Prepared orders for shipment and conducted repairs with administrative access.
- Adhere to DoD Guidelines for Classified Media labeling.
- Ensure user devices meet security compliance by verifying security package installation and policy updates.

US Army | *Security Guard*

July 2021 – March 2022

- Adhere to established procedure and posted order to enforce rules, policies, and regulations to the general public.
- Incident response to emergency situations and quickly assess and remediate issues.
- Customer service and deliver a welcoming atmosphere while still ensuring safety to the facility.
- Maintain compliance and access control to the facility.

United States Marine Corps | *Military Police Officer*

September 2016 – January 2020

- Enable the successful execution of security person and equipment for the Executive Flight Detachment missions to provide security to the POTUS and other VIP's.
- Supervised teams and personnel in support of implementing security installation law and order operations.
- Trusted with handling classified information, and equipment essential to the mission, with zero incidents during my 3 years as a part of HMX-1.
- Conducted training and a Field Training Officer, training new personnel on security operations to enable mission success.