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| Lamont Lee  Tacoma, WA · 918-508-9994  Lamontlee1990@gmail.com · https://www.linkedin.com/in/lamont-lee-26990750/ |
| 7+ years' experience in information technology and other technical troubleshooting roles. Strong leadership experience in both professional and extra-curricular settings. Key achievements include:  • In first 6 months at DIRECTV, cleared out previous 10-month backlog of open cases  • Became go-to staff member for relaying complicated technical information to high-profile clients, earning regular compliments for making complex transactions easy to understand |

# Experience

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| Feburary 2020 – CurrentInformation Technology specialist (25B), United states army  * Supervised and trained technical team of Information Technology Specialist. * Develop corresponding security countermeasures necessary to protect technical, complex, sensitive, unclassified, and classified information processed on computer equipment. * Evaluate and or develop new or revised information security policy, standards, and procedural guidance and support for the protection of information technology system. * Utilized Microsoft Windows server 2000 and Active Directory to create and manage over 1200 user account. * Assisted with implementing security and testing configurations for unclassified and classified network devices. |
| August 2014 – december 2019Senior Case manager, Directv(At&T)  * Outbound contact to customers the business has identified as high profile to restore their services and provide a report to Senior Leaders. * Coached a team of 8 employees to achieve KPIs and created weekly performance reports measuring achievements against KPIs. * Lead and managed the coordination, investigation of complaints from customers. * Collaborated with Engineering Team about the 150 cases monthly to help resolve customers ongoing issues with satellite system service. |

# Education

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| December 2021Bachelor of science in Businesss administration, Colorado Technical university  * Concentration of Human Resource Management * GPA 3.65 * Graduated Cum Laude |
| December 2016associate of science in business administration, colorado technical university |

# Skills

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| * Email infrastructure and implementation * Windows server administration * Datacenter Operations * Collaboration Tools administration * General programming/scripting skills * Understands the basics of Kubernetes/Docker and containerization practices * Design, manage, and enhance identity management solutions leveraging Active Directory domains using security best practices * Active DOD Security Clearance | * Working knowledge of CI/CD pipelines * Build, instrument, automate, and operate cloud infrastructure as code * Level 1 troubleshooting & support for cloud workloads and infrastructure * Support and ensure security, integrity, and accessibility of cloud-based infrastructure * Used best management practices in handling Exchange Server 2003 file server, server backups, active directory users and computers, local domains and policies, local security policies, Outlook 2003/2007/2010 |

# Activities

Jumpstart- ACE program by Google/ January 26- current

Courses include

* Google Cloud Fundamentals: Core Infrastructure
* Essential Google Cloud Infrastructure: Foundation
* Essential Google Cloud Infrastructure: Core Services
* Elastic Google Cloud Infrastructure: Scaling and Automation
* Getting Started with Google Kubernetes Engine

Hands on labs with Google Cloud Platform

* Create and Manage Cloud Resources
* Perform Foundational Infrastructure Tasks in Google Cloud
* Set Up and Configure a Cloud Environment in Google Cloud
* Automating Infrastructure on Google Cloud with Terraform