QUEUE Manager QUEUE Manager System Administrator Rockville, MD   Seasoned IT consultant with more than 30 years of professional experience and more than 20 years of end-user support experience   Excellent verbal and written communication skills   Broad experience in team, project, budget, and account management   Provided total IA support for the windows machines. STIG compliance, WSUS updates, and upgrades   Working knowledge of broad range of hardware, software, applications, and networking technology   Software expertise spanning all Microsoft Windows operating systems and Office applications, as well as Active Directory, Terminal Services, Hypervisor, and VMWare.   Experience with Jira and Confluence.   Capable of providing training at an advanced level Work Experience QUEUE Manager B.E.A.T.LLC - Rockville, MD November 2018 to Present Hel Desk Queue Manager at Walter Reed National Military Medical Center.   Provide the best possible assistance for the customers at Walter Reed.   Using Remedy to oversee the queues of incident reports   Create reports on queue progress for upper level management..   Troubleshoot and provide technical support as needed with applications and hardware as needed. System Administrator Dynamic Animation Systems October 2017 to October 2018   System Administrator for the Windows machines.   Maintaining and updating these machines using WSUS and direct updates as necessary.   Upgrading windows 7 machines to windows 10, and bringing them into IA compliance.   Create and administer Virtual Machines using Windows Hypervisor, Linux KVM, and VmWare VSphere.   Troubleshoot and provide technical support and solutions to users.   Provide technical support to air, surface, and submarine projects involving Anti-Submarine Warfare (ASW) and Undersea Warfare (USW) training, tactical/operational documentation, military designs and other efforts requiring military operations expertise. Principal Systems Analyst General Dynamics October 2013 to October 2017   System Administrator for the Windows machines.   Maintaining and updating these machines using WSUS and direct updates as necessary.   Upgrading windows 7 machines to windows 10, and bringing them into IA compliance.   Create and administer Virtual Machines using Windows Hypervisor and VmWare VSphere.   Troubleshoot and provide technical support and solutions to users.   Provide technical support to air, surface, and submarine projects involving Anti-Submarine Warfare (ASW) and Undersea Warfare (USW) training, tactical/operational

documentation, military designs and other efforts requiring military operations expertise. Systems Analyst Alion Science and Technology March 2008 to October 2013   Provide technical support to air, surface, and submarine projects involving Anti-Submarine Warfare (ASW) and Undersea Warfare (USW) training, tactical/operational documentation, military designs and other efforts requiring military operations expertise.   Provide system certification and accreditation expertise to the customer.   Define systems objectives and prepare system design specifications to meet these requirements.   Perform quality assurance review of specifications for internal and external delivery.   Analyze detailed systems factors, including input and output requirements, information flow, hardware and software requirements, and reliability characteristics.   Troubleshoot and provide technical support and solutions to users. WIN2K System Administrator CACI Corporation February 2002 to March 2008   Served as senior system administrator for Navy Enterprise Maintenance Automated Information System (NEMAIS) - an enterprise resource planning data center supporting 3,500 Navy and civilian workers worldwide.   Execute day-to-day operations of NEMAIS Data Center, including building, monitoring, and maintenance of 300 servers and workstations.   Support conversion of Terminal Server Farm from Tarantella to Citrix.   Build servers on Windows 2003 and Windows 2000, as well as workstations on Windows XP and Windows 2000.   Deployed InTrust Software packages for Enterprise Auditing, InTrust package for ERDisk, and Active Directory Recovery, as well as the Ecora software package Enterprise Auditor.   Worked in support of build out of new data center, including continuity of operations efforts to replicate main network and stand up failover disaster recovery site.   Supported development and implementation of NEMAIS Operations Department.   Provided both custom and industry standard C2 hardening and software installation required for initial standup of NETS and NEMAIS projects. Education Bachelor of Arts in Business Administration St. Leo College

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