

Domain Administrator Domain Administrator Domain Administrator - SOSI International LLC  
-Regional Cyber Center-CONUS Fort Huachuca, AZ Work Experience Domain Administrator SOSI  
International LLC -Regional Cyber Center-CONUS - Fort Huachuca, AZ January 2019 to Present  
Worked in conjunction with 7th Signal Command to provide technical guidance for enterprise level  
Group Policy objects across the CONUS footprint. Managed site domain controllers alongside  
DISA's JRSS technicians, on the operation of private Domain Main Name System (DNS) and  
authentication to the Continental United States (CONUS) Army users. Administered AD Services  
using enterprise tool sets such as Native Active Directory tools, Change Auditor, Advanced Group  
Policy Management (AGPM) and SCOM. Maintained over 300 Domain Controller servers, 85  
Military sites and over 500,000 users on a daily basis Controllers consisting of NASE, NAE, NASW,  
NANW and DAHQ domains. Performed audits on all Privileged user permissions across platforms,  
developing strategies for disaster recovery, offering technical Provided technical support to users,  
adding and deleting users, creating and managing group policies, managing file share, security  
permissions. Technically administered DNS services by creating Host A-AAA records, CNAME  
records and created forward lookup zones, server firmware upgrades, patching and ensuring  
compliance with regulations. Policies for the entire US Army CONUS by adhering to the DISA  
STIG. Operated on Native Active Directory tools, Quest Change Auditor, Advanced Group Policy  
Management (AGPM), SCOM, Windows Active Directory services, Windows Server 2012 R2  
administration, physical (Dell, HP, IBM). Operated Active Directory Sites and Services to manage  
site domain controllers and ensured domain replication is set appropriately. Familiarity with virtual  
(VMware/Hyper-V) servers, client/server hardware and software configuration, networking concepts,  
Modifying scripts batch, PowerShell, McAfee Host Based Security System (HBSS), and Group  
Policy. Administered enterprise level Group Policies across CONUS, performed item level  
targeting, trusted sites zones, etc. Managed Dell iDRAC's by performing software upgrades and  
system configurations in hardware/software server infrastructure. Knowledge in operating  
Microsoft System Center Operations Manager (SCOM) services. Operated on WSUS servers  
Installed and configured Axway Tumbleweed Validator which provides integrity verification checks

against Certification Revocation Lists on each domain controller across CONUS. Perform Kerberos delegation requests through Active Directory for Service Principle names on servers.

Rebuilt and upgraded Domain Controller servers according to 2nd Regional Cyber Center - Western Hemisphere (2RCC-WH) TTP. System Administrator Vectrus - Bagram Airfield - Bagram, AF May 2017 to Present Managed the overall administration of Windows System applications. Performed various troubleshooting and maintenance operations in Windows Server environments Installed server roles and features on multiple purposes per requirements of the military base on Microsoft Server 2012 R2 Hyper V. Sorted complex issues pertaining to hardware and network failure - Monitored both Hardware and Software systems for errors and updated them regularly to maintain proper functioning and flow of information through Assist in facilitating Software Center updates in lieu of Microsoft Server SCCM 2012 Performed patching for file, print, and network policy servers for multiple military bases. Provided Tier 2 and Tier 3 technical support for end user troubleshooting or on site troubleshooting. Utilized Configuration Client Manager to remotely patch servers. Documented the new Windows server settings that have been applied to the network. Created policies for 802.1X protocol on Network Policy servers across 4 bases. Ensured that all SSL certificates were up to date. Configured DISA Security Technical Implementation Guides (STIGs) on network printers and servers to ensure compliance. Remediated identified vulnerabilities on network printers, servers, and workstations, detected by Assured Compliance Assessment Solution (ACAS) scans. Monitored system detections in McAfee Host Intrusion Prevention application on network servers and workstations. Manage security and services in MS Internet Information Server (IIS) Create/modify AD Security Groups, user accounts, create and grant permissions to a new AD OU. Create/Modify .ORG mailboxes and distribution lists. Demonstrate Exchange database maintenance procedures. Monitor VM Stack Servers and Storage using vSphere 5.5 and 6.0 Exhibit McAfee HBSS client installation and configuration Service Desk Administrator Vectrus, 25th Signal Battalion - Bagram, AF November 2015 to Present Tasked to create and provision 5,000 plus user accounts and mailboxes for users requesting access to Nipr, Sipr, and Centrix networks on the Afghan.Swa and SWA domain in Active Directory. Provided technical

guidance for Information Manager Owners to have sufficient knowledge in IT related request or issues under the USFOR-A governance. Performed Active Directory administration for end users requiring access to specific server files thereby allowing them to complete their daily work assignments. Regularly installed approved software on client workstations and notebooks for operational functionality Daily mailbox creations using Microsoft Exchange 2010. Given access to create DISA Enterprise Email\Organizational mailbox\Distribution Lists for any user requesting a new DEE mailbox in theater. Performed extensive troubleshooting for approved software, network voip phones, mailbox, network printer, and user account related issues in the RC-East area of operations. Held and maintained elevated privileged user accounts on Nipr, Sipr, Centrix to execute advanced functions on client computers. Proficient at operating BMC Remedy for trouble ticket creating, resolving, and Remedy admin password resets for Remedy holders. Familiar with DMDC profile modifications for end user work status and PIV activations. Knowledgeable on CAC Card password resets through a specific DMDC application. Extremely familiar with the USFOR-A Cyber Directives for regulated procedures and IT compliance. Vectrus - Bagram Airfield - Bagram, AF November 2015 to 2017 Desktop Support Specialist Capgemini - Austin, TX July 2015 to October 2015 Managed day to day service desk support for State of Georgia government offices providing quality end user support for over 4000 end users Responsible for ensuring password resets antivirus scans and hardware/software issues were resolved in a timely manner Performed active directory maintenance for end users requiring access to specific server files thereby allowing them to complete their daily work assignments. Specialized in Active Directory Users and Computer for managing multi-user account objects, security groups, and domain devices. Apart of the Knowledge Management team for Remedy ITSM 8.1 technical templates for ensuring customer service and problem resolution. A member of a 5 man team for testing of Avaya phone systems to prepare for go live environments. Operated on OWA 365 for ensuring full availability for customer email solutions across the State of Georgia state office departments. Advanced NOC Specialist Megapath Networks Network Hardware - Austin, TX December 2014 to January 2015 Network Support) Configured over 500 Fortinet Firewall devices as an Advanced NOC Specialist

Expedited the replacement of 300 + 80CM devices with 60D devices for all Papa Johns locations in the United States Utilized the Clarity ticketing system for network troubleshooting visibility purposes for high level Configured network failover strategies for Papa Johns locations across the United States to ensure redundancy. Information Technology Systems Analyst United States Army 2010 to 2013 Responded to network and enterprise email outages across the Continental United States (CONUS). Responsible for maintaining visibility and situational awareness for classified/unclassified networks Compiled updates on the status for every Army/Joint Forces installation in CONUS on Classified (NIPR) and Unclassified (SIPR) network connectivity Developed Commanders Critical Information Requirements and troubleshooting procedures Provided first level support to a user population of more than 20,000 Users accounts on three different networks. Created Unclassified/Classified/Coalition accounts for the Army Completed configuration baselines, created and updated various Organizational Units, and assigned System Rights using Active Directory. Conducted / Instructed IMO classes for Information Manager Officer Applicants for Bagram Airfield. Managed a low volume of technical and service issues simultaneously by ensuring rapid resolution and maximum user productivity. Efficiently operated BMC REMEDY 7.5 and 8.1 for various tracking purposes in the Continental United States (CONUS) and outside the Continental United States (OCONUS). Installed and updated necessary network drives for organizations on various domains by utilizing Active Directory Installed software such as Microsoft Office, Symantec Ghost, WhatsUp Gold Pro, Adobe Professional, Nero, and AVG Applied over 200+ images on machines for local network via RIS server, DVD/CD, and ghosting. Created images for computers and network using Symantec Ghost Server Managed high-volume of mission critical technical and service issues simultaneously at NETCOM. Front door customer service for users with connectivity, internet, and software problems. Set up data base for trouble tickets/ issues/ problems Education Technology Cybertex Institute of Technology February 2014 to November 2014 University Maryland University College 2011 United States Army Information Technology Specialist School - Fort Sill, OK February 2005 to June 2005 Bay City High School - Bay City, TX 2004 Technical Trade School Skills System Administrator, System Admin, Active

Directory, Linux, Vmware Military Service Branch: United States Army Rank: SGT

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