

Lead Senior Systems Engineer Lead Senior Systems Engineer Lead Senior Systems Engineer -
Octo Consulting Group Odenton, MD Work Experience Lead Senior Systems Engineer Octo
Consulting Group May 2018 to Present Maintain status as the primary POC for all IT related tasks.

Spearhead initiatives that involve integration of new systems and platforms in the AHRS
environment. Communicate with high-end VIP executives on a daily basis. Interview, Train, and
Mentor new IT personnel via leading by example. Provide system engineering and technical
support for the Army. Setup mobile devices (iPhone 6s, iPad Air 2, and others) Perform PKI Key
Recovery methods to re-establish user certificates. Manage, monitor, and engineer systems &
servers within the McAfee HBSS/AESS infrastructure. Upgraded all Army and Marine Corp
servers that communicate with AESS to the latest ENS upgrade via the Arcyber Safe Upgrade Path

Spearhead the technical support for new organizations entering the AHRS (IPPS-A) Department.

Designated Tech & Technical Information Management Officer (IMO) for all permissions and
documentation related to the AHRS shared network drives. Create Standard Operating Procedure
(SOP) for technical processes within the current AHRS environment. Help rebuild upgraded and
new servers w/ the installations of the latest software modules necessary for full functionality.
Work with Security Engineers to ensure that all systems are maintaining proper compliance levels.

Create floor plans and charts via Microsoft Project and Visio to lay out technical architecture and
seating arrangements. Obtain broad knowledge of Ft. Belvoir NEC. Attend high end meetings
with high end Engineers and provide engineering consultation and recommendations.

INCLUDING DUTIES/RESPONSIBILITIES LISTED AS SENIOR SYSTEMS ENGINEER Senior
Systems Engineer Provide system engineering and technical support for the Army Setup mobile
devices (iPhone 6s, iPad Air 2, and others) Setup of Video Teleconference (VTC) equipment
Creating personal conference bridges Windows 10 imaging (via PXE boot) Setup and
configuration of printer devices Compiling slides into a main PowerPoint presentation Conduct
presentations during staff call meetings Assist new hires in the New User Processing
documentation Setup and configure numerous software Manage, monitor, and engineer systems
within the AESS/HBSS/SCCM infrastructure Provide Windows 10 support to a total of 4 groups

within the Army Human Resource System sector of DISA. Server Engineer/ Administrator Acuity, Inc October 2017 to May 2018 Complete server patches and updates Provide Troubleshooting and Support via BMC Remedy Ticketing System Use iPost to monitor scores and statuses on the production environment. Utilize VMWare 6.0 to access and monitor servers within our Production and Test environments. Troubleshoot/Administer Windows 10 operating system for problems pertaining to users. Analyze log files and scripts during troubleshooting processes. Perform system reboots and shut downs during maintenance windows. Utilize Active Directory for troubleshooting and administration tasks. Install latest Microsoft Service Packs for PROD & Test environments. Implement LAPS for Production environment Implement Backups and Snapshots for Remedy PROD & Test servers. Upgrade VMware Tools for remote servers via vSphere 6.0. Create documentation/work instructions for maintenance window processes. Create documentation/work instructions for the modification of passwords on active service accounts.

Systems Engineer (Tier III) Intercom Federal Systems, Inc November 2015 to October 2017 Provide Tier 3 troubleshooting and support via BMC Remedy ticketing system. Initiated (and maintained) the troubleshooting, testing, and configuration for Windows 10 operating system in the Department of State environment. Experience working with various teams to resolve problems and potential issues within Production environment. Familiarity with isolated lab environment for testing purposes. Familiarity with isolated lab environments used to mirror Production environments Experience with analyzing and troubleshooting Local Level and Domain Level GPOs and registry settings. Hardening and configuring Windows Operating Systems and computer applications based on DoS Security Standard settings. Reviewing test cases, results, and vendor specific documentation for the testing and approval process. Edit and Submit Project Plans, Test Plans, Evaluation Reports, Reviewers Checklists, VPAT for government approval process. Edit and Modify Operating System Release Notes for OS upgrade preparation Create and execute test cases for OS testing. Familiarity utilizing VMWare in lab environment to provide a more robust testing environment. Completed the testing, configuration, and documentation for numerous projects. Submit team Weekly Achievement Reports (WAR reports) to senior level government

management. Successfully document and define Systems Engineering processes for COTS/GOTS software. Tools Engineer (Tier II) Intercom Federal Systems, Inc October 2014 to August 2015 Primary Engineer for adding, modifying, and configuring user accounts and devices to HP Network Administration, TACACS+, and Radius. Primary Engineer for troubleshooting RSA Token Fob accounts. Primary Engineer for monitoring risk scores of numerous servers via iPost database. Primary Engineer for providing switch access to multiple users and groups. Primary Engineer for providing network and device access for users. Troubleshooting devices within admin databases. Research, gain knowledge, and apply access policies and policy elements regarding ACS user accounts/devices. Systems Engineer Epsilon, Inc March 2014 to August 2014 Researching multiple technologies (Virtualization, NetBackup, Archiving) Communicate with multiple third party archiving vendors Created spreadsheets and DARs (Decision Analysis and Resolution) Created work instructions and setup documents Testing multiple software Application packaging via InstallShield Research Archiving Solutions for Exchange Project Windows Server 2008 R2 experience o Role Service installations via Server Manager o Internet Information Services (IIS) Manager * Application Pool configurations and Installations * Site configuration Web Service installations and configurations on servers Expert understanding with Microsoft Suite Used tools such as verbose logging, Windows Registry, and Active Directory Desktop Support Engineer TEKSystems, Inc October 2012 to February 2014 Monitored health and status of IP services and supporting subsystems. Opened trouble tickets and monitored, managed, and updated tickets. Recognized service and subsystem failures. Interacted with 3rd party partners to resolve issues. Monitored maintenance impact to streaming platforms. Properly identified alert/alarm, and initiated appropriate troubleshooting. Opened conference bridges for triage and further investigation if needed. Sent email notification in accordance with distribution list for major/minor issues. Gathered multiple sets of data to complete numerous documents and spreadsheets. Create/Update/Modify Incident Tickets Resolve Technical Issues at multiple user locations Serviced over 1,000 users Software and Hardware Setups and Installations (Visio, Project, Adobe Acrobat, etc) Extensive Active Directory experience (Windows XP) Extensive

ARS experience (Windows 7) Extensive SCCM experience Trained New Hire to succeed in
MedImmune work environment Image/Re-Image countless PCs. Deploy PCs to users (On-site
users and Field users). Microsoft Lync camera set-ups Configured Office phone set-ups
Managed on-site walk-up incidents Completed multiple USMT Data Restoration processes.
Managed many Bit Locker keys Configured many local and network printer drivers. Configured
SAP Scanners Education BS in Computer Science Winston-Salem State University -
Winston-Salem, NC May 2012 Links <http://linkedin.com/in/michael-anthony-ii-61350259>

Name: Emily Wilcox

Email: christophercruz@example.org

Phone: 2988781927