Mobile Device Administrator Mobile Device Administrator Mobile Device Administrator - Glenn O. Hawbaker, Inc Clearfield, PA Work Experience Mobile Device Administrator Glenn O. Hawbaker, Inc September 2017 to Present   Managed financial responsibility of the companies Verizon wireless and AT&T accounts   Governed Active Directory User Accounts, Computers and Groups within the companies OU   Executed weekly reports using Viewpoint to monitor variations in employment status   Lead the transition from Sophos MDM to IMB MaaS360   Oversaw the Deployment of MaaS 360 on all company owned mobile devices   Maintained up-to-date records of Employee equipment in an ITSM to minimize property loss   Recognized Apple DEP and VPP business accounts for secure device enrollments and application deployments   Established Samsung KME account to increase mobile enrollment efficiency   Configured devices with TeamViewer Host/QuickSupport to allow remote employees   Worked with local officials and The FCC to install a cellular signal repeater to supply our employees with eminence service   Created/Provided training material to employees to help with the transition to MaaS360   Create and maintain policies for mobile devices that align with the company standard per job requirements   Supports the PKI infrastructure with mobile devices Computer Systems Analyst Lockheed Martin - Herndon, VA November 2015 to September 2017   Investigated desktop operating systems and server complications in addition with Lockheed's SIEM by the use of research, analytical skills, problem solving and communicating with teammates   Supports internal/external DNS records (CNAME, AAAA)   Provisioned users Avecto elevated rights on a case by case scenario   Recovered and backed-up user data when systems crashed or had hardware failures   Analyzed local and remote machines for bugs and vulnerabilities using a remote connection using previous knowledge and occurrences of other issues   Retained records of problems in an Excel spreadsheet for a guide for future problems and made sure to instruct other co-workers to do the same to have a resource for solving problems impending   Senior contact for Senior Officials or Lead Analysts when an issue occurred within their computer environment   Created accounts on an Active Directory Domain while assigning them to specific groups   Held administrative rights to push products and software to customers using SCCM   Installed and configured Microsoft programs such as Outlook, Lync and

Office Professional products (Office 10,13, 16)   Setup/configured users with Microsoft Office 365 and troubleshot problems with SMTP and IMAP server name and port configurations   Configured local servers with the correct security techniques while following hardening guides and baselines   Assigned McAfee E-Policy rights to encrypted users on a whitelist and added and removed them from machines when they weren't approved   Encrypted the data and services with the latest McAfee encryption software'   Ran commands within PowerShell to examine and mend system files   Created and maintained user records within a SQL Database to keep track of identity data and important information Technical Support/ Report Analyst HP Enterprise Services - Herndon, VA April 2015 to November 2015   Served as the help desk liaison with national registrars and personnel calling the help desk regarding the HSPD-12 badging system for the GSA-MSO and other PIV issues   Specialized training in the operating of specific HSPD-12 software and hardware to inherit knowledge to support client's necessities and apprehensions   Managed calls to ensure adherence to establish performance standards and providing help for new employees in the system   Maintained a upright relationship with the Tier 3 Software team, meeting and prioritizing tasks planning ahead for future communication and problem solving   Documented calls using GSA-MSO specific ticketing system to ensure accurate logs of the client inquires for follow-up conversations and meeting deadlines   Followed Identity and Access Management policies and techniques with provisioning and de-provisioning access of users that have access to HSPD-12 credentials   Managed and analyzed the progression of new employees attaining their badges throughout the USAccess reports portal   Exhibited conflict resolution skills to ease frustrated clients allowing for better assistance Education Bachelor's Degree Slippery Rock University - Slippery Rock, PA August 2009 Diploma Osceola High School - Philipsburg, PA June 2009 Skills Network security, Information security, Security, Frameworks, Risk management, Active Directory, System Administrator, Vmware Additional Information KEY SKILLS   Auditing   Network Security   Cyber Threat Incident Management   Microsoft Suite   Asset Management   Security Governance   Implementing and Maintain Security Frameworks for Existing and New Systems   Monitor Compliance with Information Security Policies and Procedures   Problem-Solver   Self-Motivated   Team Player   Cloud

Security   Compliance   Risk Management   MaaS   ITSM   Microsoft OS   Apple OS

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