

Data Systems Administrator/Cyber Network Operator/Field Services NCOIC Data Systems Administrator/Cyber Network Operator/Field Services NCOIC Kailua, HI A creative and innovative IT Technician who is able to solve complex problems with customers, team members, and upper management. Ability and willingness to learn are paramount, which has led to a superior technical aptitude. Detail oriented leader who amplifies motivation within any team. Key Skills: Leadership Technical prowess Protocol Services Microsoft Exchange/Server Troubleshooting Customer Service Initiative Flexibility Analytical Authorized to work in the US for any employer Work Experience Data Systems Administrator/Cyber Network Operator/Field Services NCOIC U.S. Marine Corps - Marine Corps Base, Hawaii, US May 2017 to Present Troubleshoot an international outage regarding the Electronic Key Management System as the Marine Air-Ground Task Force Information Technology Support Center Watch Officer. Investigated a logistical error that cut 60% of the company's account deemed waste; saving \$50,000. Installed operating software images on an average of 300 computer assets monthly, allowing network operations to continue smoothly. Supervised a team of five in daily operations in a customer support area, resulting in the fluid productivity of the department. Cyber Network Operator/Basic Communication Marine/Squad Leader Marine Corps Base - 29 Palms, CA November 2016 to May 2017 Learned technical skills and put them in practice in real-world environments by programming servers, networking several local area networks and wide area networks, and repairing hardware components on several models of laptops, desktops, switches, and servers. Acquired the basic knowledge for project management, leading a team of six building a domain controller and a network of 60 devices. Education Bachelor's in Computer Science East Carolina University - Greenville, NC August 2015 to May 2020 Data Systems Technician's Course in Information Technology US Marine Corps - 29 Palms, CA November 2016 to May 2017 Skills Cisco (3 years), Switch (3 years), System Administrator (1 year), Leadership Training (3 years), Hardware Repair/Replacement (2 years), Software Installation (2 years), Customer Service (2 years), Active Directory, Desktop Support, Help Desk, Helpdesk Support, Tech Support Military Service Branch: Marine Corps Service Country: United States Rank: Lance Corporal May 2016 to April 2019

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