

SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR Ewa Beach, HI Work Experience SYSTEMS ADMINISTRATOR United States Army - Fort Drum, NY May 2017 to May 2019 Provide tactical automations services to over 150 Soldiers and civilians within a Division Artillery Battery. Configure and maintain virtual servers of the Battle Command Common Services (BCCS) to include domain controllers, Microsoft Exchange, Microsoft Sharepoint, Fileshare, Data Dissemination Services (DDS), Battle Command Server (BCS), System Center Configuration Manager (SCCM), Windows Server Update Services (WSUS), and Command Post of the Future (CPOF) dependencies. Serves as Information Assurance Manager (IAM) and is responsible for the overall physical and cyber readiness of the organization from at a technical standpoint. Responsible for the creation and maintenance of over 300 user accounts and exchange mailboxes. Ensured that Host Based Security System (HBSS) and Assured Compliance Assessment Solution (ACAS) best practices are implemented and followed according to Defense Information Systems Agency (DISA) guidance. Install operating system software and maintain networks which integrates Army Battle Command Systems (ABCS) into the commander's tactical operating center (TOC) to include Distributed Common Ground System Army (DCGS-A), Army Field Artillery Tactical Data System (AFATDS), Tactical Airspace Integration System (TAIS), Battle Command Support and Sustainment System (BCS3), and Air and Missile Defense Workstation (AMDWS). Serve as a server management support for both classified and unclassified networks.

CYBER SECURITY NON-COMMISSIONED OFFICER IN CHARGE (NCOIC) United States Army - Schofield Barracks, HI March 2015 to May 2017 Traveled extensively throughout the Pacific providing network field engineering technical assistance and completing site inventories for 4 different field sites. Maintained accountability of various types of information technology equipment that was valued in excess of one million dollars. Troubleshoot and updated technical problems using Remedy database. Configured rapid prototype, testing, and integration of new and upgraded equipment hardware solutions in order to evaluate all system enhancements. Identified and compiled network security risks and vulnerabilities. Submitted detailed reports of each violation and incident to higher management. Educated management on how to prevent and minimize cyber

security attacks. Implemented system recovery procedures to minimize losses should an attack occur. 408.599.0892 KMNS.THOUCALANH@gmail.com HELPDESK NON-COMMISSIONED OFFICER IN CHARGE (NCOIC) United States Army - Schofield Barracks, HI March 2014 to May 2015 Managed a division level helpdesk that was responsible for creating and maintaining over 80,000 user accounts spanning three separate networks. Provided direct communications support to three General Officers (GOs) and their primary staffs comprised of field and company grade officers. Established automations policies and guidelines for the theater command and its four subordinate brigades. Successfully planned and executed automations support for a number of key military exercises conducted around the Pacific theater area of operations (AO). Operated and maintained video teleconferencing and tactical tandbergs video suites for the commanding general of the 25th Infantry Division. Directly supervised 15 information technology professionals in daily helpdesk operations and information assurance tasks. Oversaw the working and closing of over 1,000 trouble tickets during a year time frame. Supervised a helpdesk that provided automations support to a division tactical team. Oversaw the creation and maintenance of over 3,000 user accounts within Active Directory. UNITED STATES ARMY RECRUITER United States Army - San Jose, CA May 2010 to May 2014 Served as an ambassador to the public and was responsible for promoting a positive image of the United States Army to better serve Northern California communities. Developed creative recruiting strategies that met anticipated staffing needs. Conducted reference and background checks on all job applicants varying in over 150 different fields. Researched and recommended new sources for candidate recruiting. Built social networks to find qualified candidates. Conducted more than 100 interviews each year. HELPDESK TEAM CHIEF United States Army - Fort Huachuca, AZ May 2008 to May 2010 Supervised 4 information technology professionals in a theater level combat environment. Managed over 5,000 computers, printers and multi-function devices over two separate networks while deployed. Created network accounts, troubleshoot equipment and provided desktop technical support for all inbound and outbound personnel. INFORMATION SYSTEMS OPERATOR/ANALYST United States Army - Fort Huachuca, AZ May 2006 to May 2008 Setup Local Area Networks (LANs). Responsible for the initial setup,

management, and maintenance of computers and networking devices. Oversaw the daily performance of computer systems on a terminal network. Resolved technical issues for clients in person, on the phone, and via e-mail. Skills Systems management, Customer service Additional Information Additional Core Competencies Include: ? Information Systems Management ? Interfacing with customers ? Customer Service

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