

IT Support Technician IT Support Technician IT Support Technician - George Mason University  
South Riding, VA To obtain a technology position in a fast-paced challenging and team oriented  
environment, with a special interest in networking, network security, and/or programming. Work  
Experience IT Support Technician George Mason University - Manassas, VA January 2012 to  
Present Install software and update computers to prevent security breach from viruses, trojans,  
worms, malwares or spywares and improve software performance. Provide installation and  
troubleshoot support for network connectivity with internet access, file sharing, video conferencing,  
and network cards. Create and maintain documentation for hardware and network failures and  
their resolutions. Cyber Security Analyst Intern Syracuse Research Corporation - Chantilly, VA April  
2012 to September 2012 Participated in working groups to develop mitigation strategies and  
prepare standard operating procedures (SOPs) as needed. Created and configured Network time  
and Syslog servers to synchronize time and enable log monitoring using both Linux and Windows  
Active Directory. Installed, supported, and maintained file servers, network access, analyze and  
resolve faults, monitored and fixed system anomalies to ensure optimum equipment performance.  
Built and installed rack equipment to hold dell servers, cisco switches and routers. Built virtual  
machines using VmWare for network monitoring resources. Created and implemented Group  
Policies throughout the network using Windows Active Directory. Created and assigned Static IP  
addresses to virtual machines to enable remote connection, in addition improved security by  
creating Domain Name System (DNS) for company's systems. Lead Transportation Security Officer  
Transportation Security Administration - Dulles, VA August 2008 to June 2011 Promoted to Lead  
Security Officer after one year. Supervised up to 50 employees and handled all personnel issues  
including security breaches, passenger conflict with police and etc.) Monitored and evaluated  
team performance based off of Performance Accountability and Standards System (PASS) policies  
and producers. Mentored and presented new equipment to coworkers on improving security, and  
productivity. Documented Intel and Incident Reports to improve security and create new training  
measures to prevent same incidents from reoccurring. Transportation Security Officer Maintained  
focus and awareness in a time pressured, and stressful environment to identify and locate

potentially life threatening devices or people. Communicated with the public, giving directions and responding to inquiries in a professional and courteous manner. Education BS in Network Security George Mason University - Fairfax, VA 2011 to 2013 Additional Information Operating Systems: Windows Server 2008 R2, Linux (Debian, and Ubuntu) Programming Languages: HTML, JAVA, SQL Networking Applications: Wireshark, Nmap, Cisco Packet Tracer, Cacti Networking: LANs, WANs, VPN's, Firewalls, Cisco Routers, Switches, Dell servers Virtualization: Esxi, Vsphere, Vm Workstation 8, Virtual box Software Applications: MS Office 2007 & Project, Team Viewer, Anti-Virus Tools (Symantec, McAfee, etc.) University Project: Created and directed a business which introduced cloud computing application services for small businesses and students.

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