

Section Chief, Client Systems Section Chief, Client Systems Active Security Clearance Tampa, FL

Highly motivated results driven, accomplished communications professional and disabled Veteran with 20 years' experience. Dedicated to identifying security risks and exposures, providing innovative solutions to challenging information security incidents. Strong analytical skills with the ability to produce in a fast paced, high pressured deadline driven business environment. An accomplished leader and mentor with strong technical, managerial and supervisory skills who provides exemplary customer service and determination to meet and exceed organizational mission objectives.

Work Experience Section Chief, Client Systems United States Air Force (Active Duty) - Moody Air Force Base, GA June 2017 to Present Directed 25 personnel in recognizing, identifying, isolating and resolving problems while making decisions on a daily basis relative to Help Desk responsibilities

- Conducted all activities related to staff scheduling and operations of assigned employees ensuring Help Desk coverage during normal business hours
- Oversaw 6,000 user accounts in Microsoft Windows 2008 Server environment responsible for planning and implementing software and hardware upgrades/modifications
- Supervised the installation for Information Technology equipment control office, governed 205 equipment accounts valued at 13 million dollars, provided asset management training to 425 custodians annually
- Managed 2.7K cubic feet warehouse, safeguarding 5 million dollars in Information Technology equipment maintaining 99.9% accountability

Computer Systems Administrator United States Air Force (Active Duty) - Moody Air Force Base, GA June 2015 to May 2017

- Manages maintenance, administration and restoration for secure and non-secure Information Technology assets and infrastructure
- Performs systems diagnostics/ computer repairs; executes hard disk drive formatting/partitioning in support of base operations
- Maintained classified and unclassified Video Teleconference suites, NIPR & SIPR Wide Area Network and system domains and controls telephone inventory
- Provided service to end-users for operation, restoration, and configuration of information systems, reported security incidents and executed corrective security procedures
- Configured Apple iPhones and tablets with encrypted email software

Information Technology Asset Management United States Air Force (Active Duty) - Moody Air Force Base, GA January 2013 to May 2015 managed 332 computer

equipment, ground radio, mobile satellite devices and software license accounts - Processed the receipt, transfer and disposition of all Information Technology assets and completed necessary documentation to establish custodial responsibility - Ensured annual inventories are conducted for all non-enterprise software licenses for all organizations - Drove \$1.2 million land mobile radio technical refresh; created open bid requirement for 600 assets/ saved base 750 thousand dollars

Quality Control Inspector United States Air Force (Active Duty) - Moody Air Force Base, GA January 2012 to December 2012 - Guided Quality Assurance program, executed 658 inspections on 7 Logistics sections, identified and fixed 5 deficient programs. - Scheduled standardization evaluation inspections and reporting for personnel, technical and managerial evaluations - Prepared deficiency and trend analysis reports to identify root cause of problems and devises corrective action

Supervisor, Network Operations Incirlik Air Base, Military October 2009 to December 2011 - Performed hardware and software upgrades - Configured changes to Windows print server providing users with LAN print capability - Performed Tier 1/Tier 2 monitoring of networks, secure and non-secure; modified user accounts via Active Directory, submitted changes to file management and devices via Remedy and Terminal Services

Education Associates Degree in Information Systems Technology, Logistics Community College of the Air Force - Montgomery, AL

2017 Skills Microsoft Office (10+ years), Anti-Virus audits (8 years), Active Directory (10+ years), Systems Center Configuration Manager (10+ years), Windows Platforms (10+ years), Virtual Private Network client software (8 years), Audio/Visual support (5 years), Secret Security Clearance (10+ years), Wireless Configuration (7 years)

Military Service Branch: United States Air Force Rank: E-6

Certifications/Licenses CompTIA Security+ March 2019 to March 2021 Assessments Project Management Skills: Budgeting Proficient May 2019 Measures a candidate's ability to manage project budgets by appropriately allocating and monitoring financial resources. Full results: https://share.indeedassessments.com/share_assignment/magqh0qygum8d8-e Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

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