

Network Administrator / Helpdesk Manager Network Administrator / Helpdesk Manager Network Administrator / Helpdesk Manager - Cuyahoga County Prosecutors Office Medina, OH Technical Analyst / Project Coordinator with 10 years of proficiency in managing multiple million-dollar IT solutions and programs. Liaison, between Government and third-party vendors, and internal customers. Streamline long-term policies and procedures to promote integrity and mitigate risk. Successfully facilitated training for internal Government customers while maintaining constant communication with customers and vendors for on-time delivery. Completed projects within scope and budget according to stakeholder's projections. Provided dedicated application and solution support

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===== Work Experience Network Administrator / Helpdesk Manager Cuyahoga County Prosecutors Office - Cleveland, OH August 2018 to Present Maintain, updates & upgrades computer hardware & software that comprise the Microsoft network infrastructure including Active Directory & Hyper V Configure personal computers & laptops to work with the network & software; monitors performance & troubleshoots network problems; documents problems & resolution for future reference Develop & maintain effective working relationships with a variety of individuals within & outside the Department, to communicate with working groups, users, vendors, peers, & employees of own and outside department Experience in Powershell scripting As subject matter expert of the Help Desk, recognizes patterns of inquiries Strong customer service focus, analytical, problem-solving and team building and motivation capabilities Analyst / Project Coordinator NASA Glenn Research Center - Cleveland, OH June 2004 to December 2017 Budget \$5 Million Maintained a Security Clearance for 14 years Expertly administer the Medeco electronic lock project implementation, while maintaining the database for the Medeco electronic key and core accessibility Responsible for managing the design of the Medeco database naming conventions Conveyed NASA's software and database usage to third party vendors to promote continuity before deployment 3rd party vendor management, Invoice processing, Train client staff as needed related to system applications, policies, and procedures Aligned the NASA Access Management

System, (NAMS) with the Medeco database to track hardware issued to NASA personnel.

Evaluate and recommend new technology and integration into organizational operations & business processes to improve efficiency and software testing Facilitated the acquisition of physical locations to accept the Medeco electronic locks to coordinate access control Obtained RFQ & professional insight for the Medeco lock program for contractors at NASA facilities Trained managers onsite with setup and configuration of NAMS and Medeco systems User Account Management through NAMS and Medeco database Created access templates in the Medeco database to streamline access requests for different contractor groups Coordinating and planning with Stakeholders and NASA on Medeco hardware and software deployment Created online training for NASA personnel requesting hardware through the NAMS system & utilization of the Medeco electronic locks Manage new technology integration into organizational operations & business processes, including IT functions Managed & created change management plans, managed risk and issue assessments throughout the project lifecycle to ensure business stakeholders'satisfaction. Collaborate with corporate counsels & cross functional teams to monitor & manage standards & regulations Performed Risk assessment & analytical reporting, responsible for security recommendations in a Federally regulated environment Maintain & managed contractor oversight, technology integration plans, program / policy advice, & equipment analysis Maintained the Medeco electronic locks audit reports for access to research facilities Provided inventory control & asset tagging of Medeco hardware in the NASA environment Coordinate with NASA of repurposing hardware from buildings before demolition to minimize Government agency footprint on the environment Install & maintain security systems, gates & monitored installed systems for security breaches Develop & oversee control systems to prevent violations of legal guidelines and internal policies Lead the Access Management Program with integrity, ensuring that customer needs are met Revise procedures & reports periodically to identify hidden risks or non-conformity issues Review work of colleagues to identify compliance issues and provide training Prepare reports for senior management & external regulatory bodies Adherence to Performance, Statement of work, requirements & regulations Lieutenant 2010 to 2015 lead a team

of 20 officers (emergency response team, schedules, discipline) Police Officer Hinckley Police Department - Hinckley, OH February 2002 to August 2007 Experience investigating property damage, domestic violence, fatal car accidents, conducting interviews, interrogations of suspects and making arrests Maintained law and order, protect the general public, investigate crimes and prevent criminal activity Crisis Intervention officer, received specialized training to assist with mentally challenged individuals, (Bi Polar disorder, Schizophrenia) Active Shooter, First Responder training Network Administrator KeyBank - Cleveland, OH January 1996 to February 2002 Install, configure, and maintain the organization's LAN/WAN and in house servers and workstations. Provide internal analysis, while managing performance of a multiple complex hardware and software platforms Monitored network performance (availability, utilization, throughput, goodput and latency) and test for weakness Ensured work capacity across multiple locations on time and in compliance with company policies Supported and administer third-party applications to ensure network security and connectivity Setup Lead a team of 15, installing Cisco 3000 series routers. User Account Management through Microsoft Active Directory Application Experience Database Design, LAN/WAN, MS Office, MS Project, SharePoint, CompTIA A+, ARGIS, RADIA, Gateway Mainframe Heat, Keypass2, ARIBA-TIPS, VPN Remote, Cisco any connect, NAMS Design & Development Education Bachelor of Arts in Business Information Systems ASHFORD UNIVERSITY - San Diego, CA Skills Deployment, Vendor management, Risk management, Team player, Strong communication skills

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