Technical support to staff, administration and students Technical support to staff, administration and students Technical support to staff, administration and students - Columbus Public Schools Columbus, NE My objective is to obtain certifications in CompTIA Security +, CISSP. To enter my field where I can prove to be the most beneficial to my employer as well as to myself. Work Experience Technical support to staff, administration and students Columbus Public Schools - Columbus, NE January 2019 to Present Repair of HP Chromebooks Owner Shonka Computer Services - Columbus, NE 2015 to Present   Repair laptops, desktops, handheld devices and other devices.   Virus removal and forensics   Transfer data   Wipe and clean hard drives   Offer phone support Information Security Analyst Shonka Computer Services - Lincoln, NE January 2016 to June 2016   Analyzed traffic of network for DDOS attacks   Worked with DMCAs   Investigated Phishing email and origins, blocked.   Tools used: Splunk, Scrutinizer, ARP table, StealthWatch, Box tools, URL query. Admin tools for resetting passwords for compromised email accounts.   Member of InfraGard Systems Administrator, IT Specialist/Helpdesk Support Apogee Retail - Columbus, NE September 2008 to November 2015   Liaison between the offsite Director of IT and contractors hired for projects.   Directed onsite IT staff with re-stack projects by delegation of all tasks.   Created relevant and useful technical documentation and project plans.   Effectively identify potential security risks and took reasonable countermeasures to safeguard (lockdown) computers in a networked environment using GPO.   Oversaw the database server and client software.   Performed PC hardware and software diagnostics, troubleshooting, and installation and repair.   Assigned as the local administration of lab equipment such as printers, file sharing and security.   Assisted the Administrator in setting up lab topologies and providing technical support.   Supported and maintained lab equipment from high-end routers and switches to desktops.   Ran and maintained network switches, routers and helped Administrator in conducting lab simulations.   Remote desktops and virtual machines.   Assisted in exchange planning and switching equipment domains based on requirements.   Maintained Active Directory, Exchange Server and Bulk Copy Program (BCP).   Performed risk management by identifying hazard, assessing the risk, controlling the risk and reviewing the control process.   Assisted offsite Network Administrator with

troubleshooting and maintaining network.   Researched all skewed records and corrected them in the database working with SQL.   Provided remote support for several stores located in different states.   Maintained and supported 500+ computers at this location.   Reimaged computers to keep them updated with newest releases and drivers.   Assessed requests from managers before sending them on to the offsite IT Director.   Created and scheduled work plans for all projects and set deadlines.   References furnished upon request Education Masters in Information Security and Business Assurance Kaplan University Bachelor's Degree in Systems Security Westwood College Online Skills Active directory, Cisco, Dns, Exchange, Iis, Tcp/ip, Dhcp, Tcp, Telnet, Virtual machine, Sql, Metasploit, Nessus, Snort, Wireshark, Ghost, Ftp, Http, Imap, Nntp Additional Information TECHNICAL SKILLS OS and Servers: Windows / XP / Vista, Windows 7, 8, 10. UNIX, Linux, and Red Hat. Active Directory, Microsoft Server 2003, 2008, 2012 and 2016, Cisco, Exchange, CIC, IIS, SQL, MacOS Software: MS Office (up to the latest), Lync (Skype for Business), Parallels, Virtual Machine, Norton Ghost, Adobe, JAVA, Interaction Intelligence software. Security Tools: Wireshark, Metasploit, Nessus, Aircrack, Snort, Cain and Abel, Netcat, Tcdump, Sysinternals and HijackThis. Hardware: PC repair, Printers, Hubs, Cable Scanner, Cabling including installation and some troubleshooting diagnostics, and VOIP, network switches. Polycom Phones and SIP Pucks. Protocols: TCP/IP, SMTP, HTTP, HTTPS, FTP, IMAP, POP, TELNET, UDP, NNTP, MAC, DNS, DHCP   SUMMARY OF QUALIFICATIONS Colleges and Apogee Retail/Savers/TVI   Ability to create relevant and useful technical documentation and project plans.   Effectively identify potential security risks and take reasonable countermeasures to safeguard (lock down) computers in a networked environment using GPO.   Assist in database server and assist database client software.   PC hardware and software diagnostics, troubleshooting, installation and repair.   Local administration of lab equipment such as printers, file sharing and security.   Assist Administrator setting up lab topologies and providing technical support.   Supporting and maintaining lab equipment from high-end routers and switches to desktops.   Running, maintaining network switches, routers and helping Administrator in conducting lab simulations.   Assist is exchange planning and switching equipment domains based on requirements.   Maintained Active Directory

Maintain Exchange Server   Risk Management   BCP   Experience with Network security tools   Computer Forensics   Network servers   Some web development and programming   TECHNICAL EXPERIENCE   Apogee Retail/Savers/TVI (Call Center environment)   Assist on WAN/LAN integration project   Responsible for up keeping over 400 computers, both PCs and Virtual. Implementation of Microsoft Server Active Directory structure including Organizational Unit strategy, Group Policies & IPsec   Microsoft Visio   Some SQL Express and MySQL   Reimaging computers using Norton Ghost and WDS   Worked with: Splunk, Scrutinizer, ARP table, StealthWatch, Box tools, URL query. Admin tools for resetting passwords for compromised email accounts.   Microsoft Project   Restacking of Call Center   Support to end users   Westwood College, Microsoft Server Administration Mid-term Project (NW254 - Internetworking I)   Network design project based on Microsoft Server   Project lead responsible for all aspects of corporate WAN design & implementation   Scope included all hardware, software & network topology   Design of internal & external DNS namespace configuration   Westwood College, Microsoft Server Introduction Mid-term Project (NW202 - Microsoft Network Operating Systems)   Network design project with 6 offices and 150 employees based on Microsoft Server   Assist Project leader responsible for all aspects of project including corporate WAN design & implementation   Scope included hardware & software & network topology   Responsibility for Domain Controller topology, resource/file sharing and IPsec

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