

Watchdesk Operator Watchdesk Operator Watchdesk Operator - FITT Scientific Grafton, WV Fast learner, that works well under pressure Motivated and confident Effective leadership and teamwork skills Efficient in fast-paced multitasking environments; able to prioritize to accomplish objectives and meet goals Looking to be part of a company where hard work, and dedication is appreciated Work Experience Watchdesk Operator FITT Scientific - Clarksburg, WV March 2019 to Present DoD Biometrics data knowledge Classified/Unclassified system experience Monitor SOFEX, DONISIS, DoD ABIS Data Transfer Cross Domain workflow Microsoft Office Systems Administrator Leidos - Clarksburg, WV August 2017 to February 2019 Administration of POP3 mail server, Hyperic, Splunk, ect. Continuous monitoring of systems Proficiency of Active Directory Blade Server maintenance User, and Systems troubleshooting Proficiency of DoD ABIS Administration of VDI elements (WMware, vSphere, VMware view) Systems Administrator - Associate Future Research Corporation - Clarksburg, WV November 2016 to August 2017 Knowledge of Active Directory, Windows 2008, Windows 7, and Linux and system networking. Responsible for the installation, maintenance, configuration, and integrity of computer software. Responsible for activities related to system administration. Installation, maintenance, configuration, and integrity of computer software/hardware. Created Standard Operating Procedures (SOPs) and training materials. Proficiency in Active Directory Walk customer through problem-solving process. Run diagnostic programs to resolve problems. Resolve technical problems with Local Area Networks (LAN), Wide Area Networks (WAN), and other systems. NICS Support Staff / Junior Support Staff Analyst 6K Systems - Clarksburg, WV March 2016 to October 2016 Data research and collection Data validation and analysis Data modeling and project testing Research and analysis in accordance with performance measurements and SOPs. Work monitored for quality Contact of appropriate agencies across the United States, as needed Coordination internally and externally to ensure data quality Evaluation of existing procedures, processes, techniques, models, and/or systems related to the work being processed and provide recommended actions or solutions Composition and maintenance of adequate documentation of all work, as required by SOPs Participate in training, periodic reviews and other

meetings, as required      Conduct criminal background checks for the purposes of firearms purchases nationally Enlisted Soldier US Army - Fort Eustis, VA February 2010 to September 2015 Managed and accounted for 220 plus weapons and sensitive equipment worth over \$550,000 with zero losses      Trained and supervised 200 plus personnel over a 3 month period in the proper technique and safety of weapon systems operations      Supervised and trained 5 personnel in the setup, teardown and operation 8 High Capacity Line-of-Sight and 2 Satellite Tactical Terminal systems that lead to the success in the ability to communicate over VoIP and Intranet over multiple missions      Monitoring and troubleshooting across multiple servers, opening and closing data ports, installing VoIP phones, while during various operations      Successfully escorted and managed the scheduling events for a Senior Officer      Ensured proper accountability, time management, and safety of the Command Team Education Leadership and Supervisory Training U.S. Army Signal and Communications School - Fort Gordon, GA Associate's Degree in Computer Engineering in Computer Engineering Virginia Quartermasters School Instructor - Clarksburg, WV Skills Help Desk, Desktop Support, Service Desk, Helpdesk Support, Tech Support Military Service Branch: United States Army Rank: E-4 Additional Information KEY QUALIFICATIONS:      Secret Security Clearance (Currently under investigation for SSBI)      Leadership Experience      Personnel Security      Small Arms Certified      Five Years of Military Experience      Signal/Communication      Microsoft Office      Help Desk Experience      Active Directory

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