

DRIVER SERVICES DRIVER SERVICES IT PROFESSIONAL SECURITY & NETWORKING
Atlanta, GA Work Experience DRIVER SERVICES GEORGIA DEPARTMENT OF - Conyers, GA
September 2017 to Present Georgia Department of Driver Services provide secure driver and
identity credentials to Georgia residents. IT SPECIALIST 3 (full time) Planned and Implemented
Nemo Q lobby management system throughout the state while replaced the QMatic lobby
management saving the state three million dollars in revenue. Assumed role as agency subject
matter expert for Orchestra, Georgia DDS's lobby management software. Upgraded servers,
workstations, and POS systems for PII protection and PCI Compliance. Achieved safety,
compliance and managed risk appropriately while strengthening the overall IT Security for the
organization. Led the Vulnerability Management program with our vendor to ensure that we
increased our scope and made progress remediating vulnerabilities. Managed and secured for
vulnerability and light penetration testing (PCI Compliance). Regularly traveled to DDS statewide
customer service centers to troubleshoot minor to complex issues. Hardware and software utilized:
QMatic, Cisco appliances, Palo Alto, Dameware, Look at LAN, Nemo Q, Footprints, Remedy,
Microsoft products and services, etc. NETWORK ENGINEER CENTERS FOR DISEASE CONTROL
AND PREVENTION - Chamblee, GA February 2015 to July 2017 CHAMBLEE, GA FEB 2015 -
JULY 2017 Centers for Disease Control and Prevention (CDC) increases the nation's health
security. CDC conducts critical research and provides health information that protects our nation
against expensive and dangerous health threats then responds when these arise. NETWORK
ENGINEER (contractor) Provided outage notifications company wide for all issues for 33 global
campuses and 29 national offices. Provided dedicated intrusion monitoring and analysis for
monitoring operating operations Performed analysis of security events to include validation,
escalation and reporting of events of interest (EOI) and incidents Configured and managed all
network equipment and systems including hardware, software, and peripheral equipment.
Maintained user accounts or security policies on software and hardware-based firewalls, routers and
switches. Coordinated with Information Security to ensure systems and security plans were up to
date on all networking platforms. Hardware and software utilized: What's Up Gold, Microsoft

SCOM, NetFlow, Barium, Wireshark, Cisco appliances, Putty, Hammer, Juniper appliances, FireEye, Remedy, etc. NETWORK OPERATIONS CENTER TECHNICIAN EARTHLINK - Atlanta, GA February 2014 to February 2015 ATLANTA, GA FEB 2014 - FEB 2015 EarthLink offers internet access, premium email, web hosting and privacy and data security products and services to customers throughout the United States. NETWORK OPERATIONS CENTER TECHNICIAN (full time) Assisted in the transition of the NOC from Anniston, Alabama to Atlanta, Georgia eventually relocating operations to Vancouver, Washington. Performed surveillance via network behavior analysis of collocations and appliances. Maintained and administered computer networks and related computing environments including computer hardware, systems software, applications software, and all configurations. Processed incident communications to include initial reporting, follow-ups, requests for information and resolution activity. Planned, coordinated, and implemented network security measures to protect data, software, and hardware. Configured, monitored, and maintained email applications or virus protection software. Implemented Security Hardening of Windows Server 2008 using best practices, local policies, and group policies. Hardware and software utilized: Netcool, BNC Remedy, Secure CRT, Putty, ZOC, Alcatel appliances, Cisco appliances, Dameware, etc. JUNIOR NETWORK ADMINISTRATOR TELAID INDUSTRIES - Norcross, GA February 2013 to February 2014 NORCROSS, GA FEB 2013 - FEB 2014 Telaid Industries specializes in multi-site technology deployments, serving large enterprises seeking to reduce the time, cost, and risk associated with these initiatives. JUNIOR NETWORK ADMINISTRATOR (contractor) Executed POS upgrade roll outs for several national brands ie Ulta, Pizza Hut, & Wal Mart. Supported application owners with OS server related issues Performed data backups and disaster recovery operations Diagnosed, triaged, and resolved hardware, software, or other network and system problems, and replaced defective components when necessary. Planned, coordinated, and implemented network security measures to protect data, software, and hardware. Configured, monitored, and maintained email applications or virus protection software. Deployed privileged access management solution, Cyberwise, allowing users to login to networking equipment and servers. Hardware and software utilized: Secure CRT, Putty,

Cisco appliances, Dameware, Ghost, etc. contractor FEDERAL EMERGENCY MANAGEMENT AGENCY - Antioch, TN July 2011 to December 2012 ANTIOCH, TN JULY 2011 - DEC 2012

Federal Emergency Management Agency (FEMA) is to reduce the loss of life and property and protect our institutions from all hazards by leading and supporting the nation in a comprehensive, risk-based emergency management program of mitigation, preparedness, response, and recovery.

REGION IV - DISASTER ASSISTANCE/INFORMATION TECHNOLOGY (contractor) Created the emergency networks for the Tennessee floods, Kentucky ice storms, and closure of Hurricane Katrina disasters. Defined parameters for installation or testing of local area network (LAN), wide area network (WAN), hubs, routers, switches, or related networking equipment. Set security settings or access permissions for groups or individuals. Monitored local area network (LAN) or wide area network (WAN) performance data to ensure enough availability or speed, to identify network problems, or for disaster recovery purposes. Administered server environment using Windows Server 2008 for Joint Field Offices during disasters. Evaluated network performance to determine whether adjustments need to be made, and to determine where changes will need to be made in the future. Hardware and software utilized: Secure CRT, Putty, ZOC, Dameware, Routers, Switches, Access points, IDS, IPS, etc. Education BACHELOR OF ARTS in Anthropology CAPE BRETON UNIVERSITY May 1996 Commercial Driver's License (CDL) Class C State: GA Skills OPTIMIZATION, SECURITY, DISASTER RECOVERY, RISK MANAGEMENT, CUSTOMER RELATIONS Additional Information Core Competencies Risk Management Disaster Recovery Security Awareness Clear Communications Organization standards Customer Relations Implementation Optimization Security Standards

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