

SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR SYSTEMS ADMINISTRATOR - INFOSEC INSTITUTE Alexandria, VA Work Experience SYSTEMS ADMINISTRATOR INFOSEC INSTITUTE - Dulles, VA May 2018 to Present Monitored online training classes on the zoom web app and troubleshooted any web and local networking issues. ? Setup imaging server to quickly image and deploy user machines. ? Setup testing server for students to conduct networking and security labs. ? Configured and maintained Cisco network at local office and remote troubleshooted network connectivity issues in InfoSec offices across the country. ? Implemented emergency solutions to systems and applications to maintain business operations. ? Administered group policy updates and configured firewall security for user machines. ? Installed and configured VMware Virtual Machines, DHCP and DNS. ? Conducted security training on email security, honeypots and IDS/IPS. HELP DESK ANALYST NATIONAL SCIENCE FOUNDATION - Alexandria, VA April 2017 to March 2018 Created anywhere between 15-40 tickets on Siebel each business day. Closed 90% of tickets on first-call. ? Sharepoint Project Lead for NSF Move Team. Managed workflow with Sharepoint tickets and created reports on what was accomplished. ? Created IT documentation on common troubleshooting practices for new employees. ? Scanned client laptops for malware and cleansed devices using automated tools and manual removal techniques. ? Used Active Directory to update and reset user ADMIN accounts, reset password and check user rights to continue providing support of the systems; or to verify user requests have an existing account within the organization status. ? Troubleshooted VDI and VPN connection issues for remote users. SENIOR CUSTOMER SERVICE REP TD BANK - Alexandria, VA February 2015 to April 2017 Provided personal financial and business advising to help customers reach their financial goals. ? Helped develop a small business and mortgage pipeline in bank district to maximize revenue and promote ongoing traffic. ? Continually updated knowledge on all banking and credit options in order to provide proper financial counseling on all products and services. ? Averaged 137.1% on sales goals each quarter and maximized store walletshare. Education BS in INFORMATION TECHNOLOGY GEORGE MASON UNIVERSITY - Fairfax, VA December 2019 Skills Active directory (2 years), Dhcp (1 year), Html (2 years), Javascript (Less than 1 year), Linux (Less than 1

year), Mac (Less than 1 year), networking (1 year), Python (Less than 1 year), R2 (Less than 1 year), Rsa (Less than 1 year), Sap (Less than 1 year), Security (1 year), Siebel (Less than 1 year), Splunk (Less than 1 year), Symantec (Less than 1 year), Tcp (Less than 1 year), Udp (Less than 1 year), Vmware (1 year), Wireshark (Less than 1 year) Certifications/Licenses CompTIA Security+ February 2018 to February 2021 Additional Information Operating Systems: Windows (7, 8, 10, Server 2012 R2), MAC OSX, Ubuntu Linux, and Centos/Redhat Linux Tools: Active Directory, Siebel, Hyena, Group Policy, WDS, RSA Token Admin, Zoom, VMware and DHCP Server Networking: TCP/UDP, Wireshark Security: Symantec Endpoint, Aircrack, and Splunk Fundamentals Languages: JavaScript, Powershell, HTML, Python

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