

IT Manager / Case Manager IT Manager / Case Manager Canastota, NY Professional Summary and Specialized Experience Over 40 months of Information Technology and Electronics education and training in planning the sequence of actions necessary to accomplish the assignment or mission. I continue to strive to be the best at what I do and continuously develop and learn new skills every day in an ever changing IT field. I maintain excellent communication, analytical, troubleshooting and documentation skills. Authorized to work in the US for any employer Work Experience IT Manager / Case Manager Veri-Fi Investigative Services - Cicero, NY March 2019 to Present Solely manage the entire network including a domain controller, Cisco switch and Barracuda Firewall. Troubleshoot issues that come up quickly to ensure maximum up-time to serve our clients. Active Directory management Customer service is a huge part of the case management position, constantly updating clients on our status of their case. System & Network Administrator New York Air National Guard - Syracuse, NY October 2014 to July 2019 Manage service actions for multiple real-time critical OC-3 circuits to ensure network and service availability using Ericsson ATM and Cisco network equipment. Provide network administration, cryptologic security and computer network defense support protecting Top Secret communications. Provide efficient customer technical support to ensure proper functional use of a broad array of network and client systems. Effectively support over 500 end users accounts across 3 multi-platform windows networking devices. Provide network establishment and solutions, network and asset troubleshooting, access control, network connectivity, and helpdesk management. Provide network transmission, network administration, cryptologic security and computer network defense support protecting Top Secret communications. Administrate multiple Windows and UNIX based servers providing database, application, and user management Delivery Driver Lowe's - Syracuse, NY October 2018 to March 2019 Responsible for the safe transport of anyone riding in the truck along with the appliances to be delivered. Trusted to keep accurate logs and stay on schedule Great customer service skills, constantly staying in touch with customers Staff Engineer Booz Allen Hamilton - Rome, NY May 2017 to February 2018 Effectively manage a virtual computing environment of over 10 different sites. Developed procedures on password changes for the different systems throughout the virtual

environment and passed them off for co-workers to utilize. Provided network switch configuration quality assurance and support where needed. Implemented and maintained new virtual machines within the environment. Developed an offline anti-virus scanner for OVA files in an unclassified environment.

Education IT Management Columbia College of Missouri - Syracuse, NY Present High school or equivalent in Information Technology Canastota High School - Canastota, NY September 2010 to June 2014 Finance State University of New York at Oswego - Oswego, NY IT Management Morrisville State College - Morrisville, NY Skills CISCO (3 years), ACTIVE DIRECTORY (Less than 1 year), COMMUNICATION SYSTEMS (Less than 1 year), COMPTIA Security+ (4 years), Customer Service, Microsoft Office, Networking, Windows, Vmware, Windows 7, Technical Support

Military Service Branch: Air National Guard Service Country: United States Rank: SrA October 2014 to July 2019

Certifications/Licenses CompTIA Security+ September 2015 to September 2021

Additional Information Highlights of Qualifications CompTia Security+ Certified Server and Client Hardware Maintenance System Administration (Windows/Some Linux) Training in Virtual environment Technical Skills Proficient in the configuration and operation of encryption devices Ability as well as proficient in mechanical splicing of fiber optic cable Experience in all aspects of copper wire termination. Vast experience with Cisco Router and Switch configurations. Using systematic knowledge to properly encrypt classified information on TS/SCI networks. Adding and removing computers from domains, Microsoft Outlook email setup, Active Directory, understanding of OSI and TCP/IP Models Managing long haul communication systems Leadership Skills

Former SrA in the US Air Force for over a year mentoring and leading young airmen Former President of the Canastota Optimist Club 2014 - 2016 Former Director of Public Relations at Canastota Central School District 2013-2014 Former President of Student Government 2013-2014

Former President of Future Business Leaders of America 2012-2014

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