Systems Administrator Systems Administrator System Administrator - CWS Tampa, FL Work Experience Systems Administrator CWS - MacDill AFB, FL September 2018 to Present

Accountable for overseeing the daily performance of computer systems for over 9+ networks Assist s in troubleshooting of network outage s   Daily use of Active Directory, DEPO, and VM's Identify and correct performance issues.   Escalate unresolved issues to appropriate level. Experience with DISA (Defense Information Systems Agency), STIG's(Security Technical Implementation Guides), Active Directory, REMEDY ticketing system, account creations and VMware/machines SYSTEM/SERVER ADMINISTRATOR United States Air Force - Fort Meade, MD September 2017 to September 2018   Accountable for overseeing the daily performance of computer systems.   Provide after-hours support for applications and project efforts when needed. Identify and correct performance issues.   Ensure proper installation of cables, operating systems and software.   Escalate unresolved issues to appropriate level.   Experience with DISA STIG's, Active Directory, and VMware/machines   Resolve SIPR account issues; provide secure new pins/issue 20+ network tokens with Active Directory credentials   Supported CCRI prep; restored access to 3 SIPR switches *** Joint Service Achievement Medal awarded for stepping outside of duties and assisting with speedy install of 200+ unclassified workstations and accessories for DOD wide Windows 10 upgrade** NETWORK TECHNICIAN United States Air Force September 2016 to September 2017   Skilled with Help Desk/Customer Support tasks   Assisted with Network Asset Management   Applied knowledge in fiber and copper cable termination   Guided 16 COMSEC rekeys; loaded 47 crypto devices, secured links at 12 different work sites   Managed help desk queue; resolved 100+ tickets for 80 users   Conducted annual inventory of $15M IT account Trained/qualified 6 member Joint Service team in COMSEC key load and network cable termination   ***Joint Service Achievement Medal received for 1 year tour completion*** Systems Administrator United States Air Force April 2015 to August 2016 SYSTEM ADMINISTARTOR   Managed and monitored 3 different systems and infrastructures to ensure the highest level of availability. Created, maintained and modified user account via Active Directory   Troubleshot classified IT connectivity issues; identified/repaired faulty network cables   Client support administrator for

NIPRNET/SIPRNET; provided first-line technical support for 537personnel   Focal point of data/voice network outages, new account requests, and system configuration (active directory)

NETWORK TECHNICHIAN Network Technician United States Air Force - Barksdale AFB, LA February 2012 to April 2015 NETWORK TECHNICHIAN   Configured, managed, and maintained $51M secure and non-secure cyber transport equipment and infrastructure.   Experienced with MSL-100 and VOIP Call Manager   Supported base wide SIPRNET and NIPRNET   Installed and programmed fax, analog, and VOIP phone lines for 120+ personnel Education Associate Skills Active Directory (3 years), Help Desk (1 year), Network Administration (3 years), Service Desk (Less than 1 year), VMware (1 year), System Administration (2 years) Military Service Branch: United States Air Force Rank: SrA

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