

Local System Administrator Local System Administrator Local System Administrator - Maximus Federal Inc Panama City, FL Work Experience Local System Administrator Maximus Federal Inc - Lynn Haven, FL November 2018 to Present Experience providing assistance with deployment of On-Boarding Projects ranging from Migration, installing, configuring Avaya 9650 phones, Cell phones, Desktops, Laptops, Monitors and VDI (Virtual Desktop Infrastructure). Assists Local IT installing operating systems, configuring email accounts, troubleshooting IP and connectivity issues, ensure proper web browser installation, and perform proper local workstation and network configuration as well as software configuration as needed. Technology Adjunct Instructor Gulf Coast State College - Panama City, FL August 2018 to Present Cisco Network academy and Cyber Security Instructor that provides classroom planning including assignment, test creation and lesson preparation. Conduct classroom management duties including student conflict resolution. Provide hands on training to struggling students Local Systems Administrator General Dynamics - Lynn Haven, FL September 2013 to November 2018 Ensured that tracking and reporting requirements are consistently maintained and updated at all times at each location (and sub-contractor) in regards to Remedy and Cherwell Helpdesk tickets opened, closed, pending, User ID's, accurate number of licenses and disabled accounts, as assigned by the LSA Manager. Diagnosed, troubleshoot and fix, configuration issues pertaining to the NGD system for both Medicare and Marketplace Customer Service Representatives. Escalated issues pertaining to the NGD, Healthcare.gov, and Medicare.gov sites as needed if unable to fix locally and tracked escalated issues to completion Assisted the LSA Manager in the evaluation and creation of business processes to improve future decisions. Provided recommendations to LSA Manager for creating and refining current Standard Operating Procedures that involve Call Center Operations and the NGD Siebel application as required; and work with the sub-contractors in the creation of and maintenance of Standard Operating Procedures (SOP). Routinely assist with Support of NGD releases this will include User acceptance Testing (UAT) Provided support to other internal systems and business processes such as Avaya patching and Genesis testing. Assists Local IT installing operating systems, configuring email accounts, troubleshooting IP and connectivity issues,

ensure proper web browser installation, and perform proper local workstation and network configuration as well as software configuration as needed. Enforce licensing agreements, developing a storage management program and providing for routine backups. Install and maintain network hardware and software. Inventory Control Clerk Oceaneering Umbilical Solutions - Panama City, FL February 2010 to September 2013 Attended production meetings to gather inventory requirements for upcoming production schedule Reconciled daily inventory in PeopleSoft Inventory Management System for over 500 SKUs Reported inventory balances and cycle counts in both the PeopleSoft ERP and WMS systems Stacked and transported all overstock to storage areas Communicated with floor managers to determine merchandise placement Installed protective bracing, padding and strapping to prevent shifting and damage to items during transport Education Master of Science in Information Systems in Information Systems/Enterprise Network Management Strayer University - Herndon, VA March 2018 Bachelor of Applied Science in Information Technology Management in Information Technology Management Gulf Coast State College - Panama City, FL March 2013 Associates of Arts in Liberal Arts in Liberal Arts Gulf Coast State College - Panama City, FL March 2008 Skills Active directory, Cisco, Exchange, Networking, Sms, Tcp/ip, Virtualization, Tcp, Vmware, Vpn, Voip, R2, Security, Disaster recovery, Nmap, Wireshark, Ms project, Data integrity, Html, Visio, SCCM, System Admin, System Administrator Certifications/Licenses CASP/COMP001021166244 April 2017 to April 2020 CompTIA Advanced Security Practioner Assessments Basic Computer Skills: PC Completed August 2019 Measures a candidate's ability to perform basic computer operations, navigate a Windows OS, and troubleshoot common computer problems. Full results: https://share.indeedassessments.com/share_assignment/4vxypuvoqydo9r8p Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information Areas of Expertise Network and Systems Security Research and Development Regulatory Compliance Virtualization & Cloud Technologies Technical Support Asset Management Data Integrity / Disaster Recovery Policy Planning / Implementation Risk Assessment / Impact Analysis Team and Project Leadership Technical Proficiencies

Platforms: Windows 7/8/8.1/10, Windows Server 2008-2012 R2, Linux, RMF Networking: LAN / WAN Administration, VPN, TCP/IP, SMS/SQL, 100BaseT Ethernet, SecureID, VoIP, Cisco CLI, Packet Tracer, Subnetting, OSI/TCP/IP Models Languages: HTML/HTML 5, Java, Visual Basic.net Tools: Symantec Endpoint Protection, VMware, MS Hyper-V, Wireshark, Nmap, Kali Linux Microsoft Office Suite, MS Project, MS VISIO, Outlook, SCCM, Group Policy, Active Directory Microsoft Exchange Server, Office 365

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