

SYSTEM/NETWORK ADMINISTRATOR SYSTEM/NETWORK ADMINISTRATOR

SYSTEM/NETWORK ADMINISTRATOR - Oak Ridge Associated Universities/ORAU McDonough, GA Work Experience SYSTEM/NETWORK ADMINISTRATOR Oak Ridge Associated Universities/ORAU January 2019 to May 2019 Troubleshooting: Rectified many issues by instituting best practices in system log analysis, backups, network operating center security, user account/permissions management and systems/software auditing. Analyze client systems and reports on performance and functionality. Provide technical support by Re-imaging/baselining client's desktop, laptops and standalone machines while utilizing BIOS configuration. Attend to customers requests through telephone, walkups or email to offer creative solutions to users computer issues. Create and maintain users accounts via active directory. Install, configure, and maintain security software via Remote Desktop Connection on military computer systems. Provided printer, monitor, and digital sender operation maintenance. Verifying MAC addresses in the DHCP filter. Test the viability of network cabling and determine if replacement is required. Regularly utilize the "Remedy" IT service management ticketing system. TCP/IP Networking fundamentals. SYSTEM/NETWORK ADMINISTRATOR DATAPATH INC., Camp Arifjan - KW 2017 to 2018 Troubleshooting: Rectified many issues by instituting best practices in system log analysis, backups, network operating center security, user account/permissions management and systems/software auditing. Analyze client systems and reports on performance and functionality. Provide technical support by Re-imaging/baselining client's desktop, laptops and standalone machines while utilizing BIOS configuration. Attend to customers requests through telephone, walkups or email to offer creative solutions to users computer issues. Create and maintain users accounts via active directory. Install, configure, and maintain security software via Remote Desktop Connection on military computer systems. Provided printer, monitor, and digital sender operation maintenance. Verifying MAC addresses in the DHCP filter. Test the viability of network cabling and determine if replacement is required. Responsible for both classified and unclassified computer system stability through the use of DOD-approved, Government-furnished operating systems and software. (NIPR SIPR CXI) (2500+ users) Regularly utilize the "Remedy" IT service

management ticketing system. TCP/IP Networking fundamentals. Database Analyst/ Desktop Support AECOM, Camp Arifjan - KW 2017 to 2017 Utilizes the Logistics Modernization Program (LMP) database to maintain 100% accountability and asset visibility; fully LMP Certified. Analyzed survey data on LMP, & AWRDS, to ensure the survey programming were correctly implemented and anomalies within the data were investigated and resolved in a timely manner). Provides data reports to prime contractor; troubleshoots and resolves data discrepancies within AWRDS; proactively maintains complete data integrity; makes requested updates to records. Perform regular analysis on all application software for organization. Design and maintain various database environments on SQL server. Analyzes the Logistics Information Warehouse (LIW) to identify items for imports into AWRDS; produces Daily Reports in LMP and conducts research to clear errors Performed sophisticated ad-hoc or ongoing custom analyses in AWRDS to support document control of all equipment in AWRDS. Prepared reports for both LMP & AWRDS databases. Troubleshoot and resolved data discrepancies within AWRDS in response to Data Quality practices; served as the information resource center for equipment and/or vehicle data within AWRDS. Provided data reports to prime contractor; Manipulated files and their associated data for rapid delivery to clients or loading onto internal databases. Database Analyst CGI FEDERAL, Camp Arifjan - KW 2010 to 2017 Utilizes the Logistics Modernization Program (LMP) database to maintain 100% accountability and asset visibility; fully LMP Certified. Analyzed survey data on LMP, & AWRDS, to ensure the survey programming were correctly implemented and anomalies within the data were investigated and resolved in a timely manner) Provides data reports to prime contractor; troubleshoots and resolves data discrepancies within AWRDS; proactively maintains complete data integrity; makes requested updates to records. PROFESSIONAL EXPERIENCE (continued) Analyzes the Logistics Information Warehouse (LIW) to identify items for imports into AWRDS; produces Daily Reports in LMP and conducts research to clear errors Design and maintain various database environments on SQL server. Troubleshoot and resolved data discrepancies within AWRDS in response to Data Quality practices; served as the information resource center for equipment and/or vehicle data within AWRDS. Created and maintained user

accounts and security via Active Directory. The VMS operating system also required creating and troubleshooting issues. Information Security Analyst CSA, Camp Arifjan - KW 2009 to 2010 Conducted debriefings for departing personnel and informed Section Supervisor (Facility Security) for removal from the company's CAGE. Assisted in determining the need for security clearances; maintained company's security clearance database for assigned personnel; processed security clearances for assigned directorate/departments. Ensures authorized access by investigating improper access; revoking access; reporting violations; monitoring information requests by new programming; recommending improvements. Analyze all information security issues and maintain efficient security controls on same and prepare appropriate responses for all client issues and perform security assessments. Warehouse / Stock Worker WALMART - Killeen, TX 2008 to 2009 Unloaded stocked items from pallets and placed on store shelves. Inventory Clerk WASHINGTON INVENTORY SERVICE - Killeen, TX 2008 to 2008 Served as Data Collector for HEB franchise; carried out inventories. Motor Transport Operator / Security Specialist / Intelligence Analyst UNITED STATES ARMY 1999 to 2007 Operated HMMWV, five ton vehicles, tractor trailers, Heavy Equipment Transporter (HET) and other tactical vehicles including Palletized Loading System (PLS) vehicles. Planned and directed transportation unit movement operations based on existing or anticipated operational missions; organized and participated in 30+ convoys. Collected and analyzed intelligence information through research and assessment to determine adversarial actions and intentions. Utilized Joint Personnel Adjudication System (JPAS) to help Personnel Security Managers (PSM) and Facility Security Officers (FSO) in eligibility and investigation verification. Performed physical security inspections; assessed risks to personnel and property based on terrorist threat levels; assisted installation commander in improving safety and security measures. Education Bachelor's Skills Active Directory, Technical Support, Networking, Windows Military Service Branch: United States Army Rank: E-4

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