

NMCI Premier Support Technician NMCI Premier Support Technician NMCI Premier Support Technician - Perspecta Virginia Beach, VA A dedicated and experienced Information System Technician professional who through good work ethic and quality leadership maintained, operated, and restored naval shipboard networks. Equally capable of working alone or as a member of a team, and can be counted on to complete task that show initiative and solving problems. Work Experience

NMCI Premier Support Technician Perspecta 2019 to Present On-site support for Naval Expeditionary Combat Command Headquarters. ? Closed approximately 250 incident tickets including a wide range of issues including software package installs, hardware replacement, and connectivity issues. ? Administered over 200 upgrades from Windows 10 1607 to Windows 10 1803

NMCI Field Service Technician ACI FEDERAL 2017 to 2019 Closed and repaired approximately 900 incidents including a wide range of issues including software package installs, hardware replacement, and connectivity issues. ? Assist in the deployment of Windows 10 operating system to 450 assets throughout the network. ? Work with the Engineering department to assist in correcting issues in the software. ? Trained three personnel on the standard operations and troubleshooting methods for the site. Subject Matter Expert United States Navy 2016 to 2016 Facilitated 40 hours of in-depth training of the network infrastructure, containing 30 routers and 45 servers both Microsoft/Linux, to 15 co-workers across four watch teams, resulting in 30 newly obtained qualifications, qualifying them to work at a higher level with more responsibilities, and improving operational readiness by 40%. ? Conducted seven in-depth training evolutions to improve reaction and efficiency in responding to network outages, six out of the seven evolutions were completed at a 100% level. In example, how to isolate and determine what is causing the outage, and how to quickly fix the issue. Objects they would go down would be a specific router or a Microsoft/Linux server. System Administrator United States Navy 2015 to 2016 Conducted over 250 preventive maintenance checks on 30 Windows/Linux Servers in the process assuring as minimum downtime increasing operational uptime by thousands of hours. ? Administered over 75 vulnerability scans using a form of McAfee Vulnerability Scanner, improving the unit's information security posture by 25%. ? Conducted in-depth troubleshooting, on a wide variety of issues from routing

loops to server outages, to isolate specific issues during major network outages. ? Maintained server racks and Cisco, Juniper, and McAfee hardware preventing issues caused by poor circulation. ? Input inbound and outbound rules into firewall according to the proper documentation.

Network Technician (Watch Supervisor) United States Navy 2015 to 2016 Led a watch team of four to isolate and restore 52 shipboard network outages, increasing network availability 5% to a combined total of 125 deployed units. ? Executed 21 activations of a shipboard networks, including e-mail and internet services. ? Isolated the causes of routing loops and directed personnel to contact proper channels. ? Coordinated Ships crossing into other NOC's Area of Responsibility, as well as, configuring the DNS records to point accordingly. ? Trained four individuals up to Supervisor qualification level in a span of six months. ? Gave periodic updates to my superiors during outages. ? Conducted 50 Security Technical Implementation Guide checks on Microsoft/Linux servers

Network Technician (Watch Stander) United States Navy 2014 to 2014 Troubleshoot e-mail and internet issues for ships in our respected Area of Responsibility. ? Performed daily maintenance on virtual and physical servers, as well as routers, firewalls, and VPN's according to our maintenance standard operating procedures. ? Monitored the network via a web application to see if there were any network outages out the time. ? Actively troubleshoot T1 and RF communications for multiple different enclaves (Unclass, Secret, and Centrix/NATO) ? Monitored E-mail queues to verify all ships were under threshold.

Education Bachelor's Degree in Cyber and Network Security in Cyber and Network Security ECPI University - Virginia Beach, VA 2017 to 2020 "A" School - Pensacola, FL 2014 Skills Linux, Dns, Web-based, Maintenance Assessments English Communication Skills: Typing Highly Proficient August 2019 Measures a candidate's ability to effectively transcribe text using a standard keyboard. Full results: https://share.indeedassessments.com/share_assignment/bcsvapacdelvhxaz Data Entry Expert August 2019 Entering data quickly and accurately. Full results: https://share.indeedassessments.com/share_assignment/suft-p5vgnfn4-z Technical Support Expert August 2019 Measures a candidate's ability to apply protocols to identify errors and solutions in order to maintain system function. Full results:

https://share.indeedassessments.com/share_assignment/yv7uvj1cbkafkkno Critical Thinking Highly Proficient August 2019 Using logic to solve problems. Full results: https://share.indeedassessments.com/share_assignment/eho-uaxkj0-e6ayt Problem Solving Proficient August 2019 Measures a candidate's ability to analyze relevant information when solving problems. Full results: https://share.indeedassessments.com/share_assignment/url4huuefeyhs3ta

Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field. Additional Information TECHNICAL PROFICIENCIES Preventative maintenance on both Linux and Windows Servers. Perform security patches on Linux and Windows Servers. Work with and configure DNS records. Troubleshoot issues in a ticket format, both, Desktops and Servers. Work with Remote Assistance based programs. Monitor network infrastructures using web-based software.

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