IT Specialist (MID) IT Specialist (MID) IT Specialist (MID) - MCRD Oceanside, CA Authorized to work in the US for any employer Work Experience IT Specialist (MID) MCRD - San Diego, CA December 2017 to Present   Interacts with the customer to gain an understanding of the business environment, technical context and organizational strategic direction.   Defines scope, plans and deliverables for assigned projects. Collects, identifies, defines and organizes detailed user and information technology requirements.   Coordinates and collaborates with others in analyzing collected requirements to ensure plans and identified solutions meet customer needs and expectations.   Understands and uses appropriate tools to analyze, identify and resolve business and or technical problems. Applies metrics to monitor performance and measure key project criteria.

   Prepares system documentation, establishes and maintains security, integrity and business continuity controls and documents. Watch Operator ANOC - San Diego, CA July 2017 to December 2017   Provide training/guidance to watch personnel on troubleshooting system faults, malfunctions, outages, and various ships trouble calls.   Monitor and troubleshoot NIPRNET, SIPRNET, and CLAN operations.   Assist clients in resolving internet browsing problems, Outlook Web Access, POP 3 configurations, LDAP, and various CLAN issues.   Support Next Generation Wideband (NGW) Satellite system which provides internet, e-mail, and phone service to over 80 MSC ships and units.   Coordinate troubleshooting efforts with Inmarsat Network Operation Center to diagnose and resolve ships NGW related connectivity issues. Monitor queues on server 2003/2008 server and 2003 routing group connectors. Tech Support Delmar Recovery - Carlsbad, CA April 2016 to July 2017   Implementation of Improved programs for access of system access.   Incident Management for all It related concerns within the company.   Manage video surveillance & badge access for HQ and remote locations.   Creation/ implementation of GPO, VPN/RDP, Exchange Management, Support of mobile devices, remote devices though out company   Procurement of hardware for company equipment   Computer builds; software install/updates   User creation/ removal   IT policy Creation and Implementation for User Creation and process Project Manager Delmar Recovery - Carlsbad, CA April 2017 to June 2017   Managed Coordination for project and tasks $300,000 Improvements completed with Zero employee downtime   Improvements consisted of but not limited

to Electrical, Data, Cubes, Paint, Carpet Desktop Support MITSC West - Camp Pendleton, CA February 2016 to April 2016 Contract)   Talking with customers to trouble shoot/ view concerns with computers   Remote Access into computers to configure setting   Remote Desktop Connection into computers with tokens to perform installs   Fill out tickets with information of Trouble shooting steps / escalating concerns if need Desktop Support Genoptix - Carlsbad, CA December 2015 to February 2016 Contract)   Calling customers to inquire what software they have and moving their data   Swapping out computers and updating computer so they can continue their work   Working in Active Directory to move and locate computers   Documenting all computers going in and out of lab into excel sheet to update software Lead IT Tech High Tech Relief Center - Ottawa, KS June 2015 to December 2015 Contract)   Adding or removing customers from server   Installing Wireless Network for Internet access   Installing Cameras for security and live feeds to DVR   Communicating with customers on concerns with computers/printers Service Advisor Advantage Ford - Ottawa, KS August 2014 to June 2015   Scheduled appointments for customers, follow up with customers   Communicated with customer to know what customers concern with vehicle   Worked with technicians to know estimated times for vehicles to be completed   Scheduled technicians' for vehicles that need to be worked that day. Laptop Technician Heartland Services - Leawood, KS March 2014 to August 2014   Disassembled and reassembled Panasonic Tough books with new hardware   Performed trouble shooting of Tough books along with diagnostics in BIOS system   Imaged hard drives with original images or custom images   Shipped Tough books with an average of 6.4 daily Computer Technician E-BryIT - San Leandro, CA February 2014 to February 2014 Contract)   Build storage carts for new DELL Chrome books along with installing all cabling   Setup and initialization into domain for controlled access and to track Chrome books   Complete documentation of chrome book asset tags, computer slots, and cart numbers   Delivery of completed products to the school building locations Air Craft Mechanic U.S. Air Force - Travis AFB, CA November 2008 to November 2012   Worked inside a GUI screen to input jobs and sign off jobs   Read electrical, hydraulic schematics and pneumatic systems, handled trouble shooting with all systems to identify, resolve and complete necessary repairs   Inspected and checked components

for proper installation and operation   Met OSHA standards and military safety standards Education Bachelor of Science in Technical Management DeVry University October 2015 Associate of Applied Science in Network System Administrator ITT Technical Institute 2012 to September 2014 Skills VPN, SECURITY, IMAGING, MAC, WORK FLOW, Desktop Support, Help Desk, Comptia, It Specialist, Information Technology Certifications/Licenses Project Management Professional (PMP) Additional Information Skills: Security + Cert   Government Secret Clearance - Interim Top Secret Clearance   Project Management with implementing new programs/renovations   Coordinating tasks to complete projects   Creating and implementing new process for improved work flow Installing / uninstalling software, wiping computers, imaging, trouble shooting for Win, MAC Experience with setup/implementation VPN, Patch Management, Asset Management, Security

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