

SYSTEMS ADMINISTRATOR /INFORMATION SYSTEMS SECURITY OFFICER SYSTEMS ADMINISTRATOR /INFORMATION SYSTEMS SECURITY OFFICER SYSTEMS ADMINISTRATOR /INFORMATION SYSTEMS SECURITY OFFICER Hampton, VA Authorized to work in the US for any employer Work Experience SYSTEMS ADMINISTRATOR /INFORMATION SYSTEMS SECURITY OFFICER UNITED STATES AIR FORCE - Langley AFB, VA April 2016 to April 2016 APRIL 2020) Performs systems installation and integration of computer operating system software, network software, application software, computer hardware, and supporting network or telecommunications systems. Investigates and resolves operational problems in conjunction with other engineering and technical personnel. Responsible for ticket creation, management, escalation and follow-up. Ensure all required incident data is documented in Remedy or applicable government management database. Provide support as required during designated critical events, and disaster recovery operations. Contribute to knowledgebase to include development of standard operating procedures. Interact with customers and co-workers to diagnose and resolve problems. Provide initial support and classification of all incidents/problems or requests. Track and resolve incidents not assigned to other support groups. Troubleshoot, analyze, resolve, track, escalate and accurately document various technical problems. Worked within Special Access Programs (SAPs) supporting Department of Defense (DoD) agencies, such as HQ Air Force, Office of the Secretary of Defense (OSD) and Military Compartments efforts. Provided "day-to-day" support for Collateral, Sensitive Compartmented Information (SCI) and Special Access Program (SAP) activities. SYSTEMS ADMINISTRATOR /INFORMATION SYSTEMS SECURITY OFFICER UNITED STATES AIR FORCE, OSAN AB April 2015 to April 2016 Maintained and protected \$35 million AF Global Information Grid, 4,800 IT/voice assets for 3,000 users. Administered hardware, software, and network diagnostic repairs. Installed and configured applications and system upgrades. Organized and validated user and organizational accounts. Implemented and enforced Information Assurance policies. Reviewed, prepared, and updated AIS authorization packages. INFORMATION SYSTEMS SECURITY REP/ SYSTEM ADMINISTRATOR UNITED STATES AIR FORCE - Colorado Springs, CO December 2009 to April 2015 Oversaw security of an organization's information, serving as the

main point of contact for investigating and resolving security related issues. Researched, developed, implemented, tested and reviewed an organization's information security to protect information and prevent unauthorized access to the network. Performed help desk support for 831 users and troubleshooting of 612 customer IT systems. Executed, enabled and protected operations within an enterprise network architecture valued at \$90M. Planned, directed and coordinated network related projects and multidisciplinary teams. Accomplished project goals ahead of time, on budget and in alignment with organizations objectives.

MAJCOM CLIENT SYSTEMS SUPERVISOR UNITED STATES AIR FORCE - Maxwell AFB, AL August 2004 to December 2009 Perform software and hardware installs, removals, updates, diagnostics, and threat management in support of \$350 million network and 14,000 users. Manages CIPS and Remedy to assign, track, and update network requirements. Utilizes DRA to add, modify, and delete accounts. Led \$10 million Windows 7 project, built desktop configurations with VM Ware and WDS servers for 41 organizations and prepared 11,000 systems.

SYSTEMS ADMINISTRATOR UNITED STATES AIR FORCE - Little Rock AFB, AR April 2000 to August 2004 Provisions, installs, configures, operates, and maintains desktop, server, network hardware, software, and related infrastructure. Schedules, coordinates, assist, and oversee installations, upgrades, and maintenance. Develops and maintains installation/configuration procedure documentation. Performs backup and recovery operations. Provides tier-1/-2 support for supported desktops, servers, and applications. Investigates all IT related issues and provides technical solutions. Performs security management in accordance with regulations and policies. Provides input to the Continuity of Operation Plan procedures for system disaster recovery.

Education USAF Senior Non-commissioned Officer Academy 2016 USAF Non-commissioned Officer Academy 2015 USAF Airmen Leadership School 2006

Skills Security, Thin client, Active directory, Cisco, Networking, Remedy, Vpn, Wireshark, Vm, Information assurance, Oracle, Linux, Solaris, Java, Bios, Time management, Customer service, Ts/sci, Printers, Excel, System Administrator, Vmware, System Admin, SCCM, Organizational Skills, Word, Typing

Military Service Branch: United States Air Force Rank: E6

Certifications/Licenses CompTIA A+ May 2015 to September 2022 CompTIA Security+ September 2016 to September 2022

Additional Information

Software/Programs: Active Directory, Remedy, CIPS/WOMS, Office 365 Cloud, Windows 7, Windows 8, Windows 10, Server 2012, DameWare/Remote Desktop, HBSS, McAfee, PowerShell, CMD Prompt, Java, Adobe, Microsoft Office (Word, Excel, PowerPoint, Access, Outlook), Cisco Call Manager, BIOS, VM Ware, Oracle, SCCM, Linux, Solaris, Kali Linux, Wireshark, Kismet, Ophcrack., TEMPEST/EMSEC, AIS Hardware: Cisco & HP Routers/Switches, Desktop, Laptop and Thin Client computers, VTCs, iPhones, Blackberry s, Tablets, E-Tools, Peripherals (Printers, Scanners, Audio/Video Devices, etc)

Name: Kelsey Gutierrez

Email: adamgarner@example.com

Phone: 295.709.7593x885