

IT Manager/ Systems Administrator IT Manager/Systems Administrator IT Manager/ Systems Administrator Cincinnati, OH Active SECRET security clearance Authorized to work in the US for any employer Work Experience IT Manager/ Systems Administrator United States Air Force January 2014 to Present Previously supervised a 10 person help desk supporting 22K customers for US Armed Forces in Europe - Ramstein AB, Germany. Manage the acquisition and maintenance of 400 network desktops, laptops, switches/routers, VoIP Phones, cell phones and other various tactical communications equipment (Harris radios, encryption devices and satellite nodes) valued at \$772K Provide day to day direct communications support for 200+ users to include software installations, computer re-images, active directory management, account creations, permissions management, hardware and software troubleshooting Establish IT project requirements and organize contracts for installations and upgrades to existing services Education Computer Networking and Management Policy University of Maryland-College Park September 2018 to Present Some college Skills Active Directory (6 years), Remedy (6 years), Technical Support (6 years), VOIP (3 years), Operations Management (4 years), Customer Service (6 years), Network Administration (5 years), System Administrator (6 years), Asset Management (6 years), Executive Support (3 years) Military Service Branch: Air Force Service Country: United States Rank: SSgt/E-5 January 2014 to Present Air Force 3D171 Career Field AFSC Special Operations experience Large (22K Customer Base) help desk management experience Active SECRET security clearance DoD 8570 compliant network administrator Commendations: US Air Force Achievement Medal - 2015 US Army Commendation Medal - 2019 Meritorious Service Medal - 2019 Certifications/Licenses CompTIA A+ September 2014 to September 2020 CompTIA Security+ August 2018 to August 2021 CompTIA Network+ August 2018 to August 2021 Assessments Basic Computer Skills: PC Expert June 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/8fhvbk3tdnvh9v2g](https://share.indeedassessments.com/share_assignment/8fhvbk3tdnvh9v2g) Basic Word Processing with Microsoft Word Expert June 2019 Measures a candidate's knowledge of basic Microsoft Word techniques for word processing, including the use of tools to format or edit text. Full results:

[https://share.indeedassessments.com/share\\_assignment/ar5htrfyt5yuvwhj](https://share.indeedassessments.com/share_assignment/ar5htrfyt5yuvwhj) Indeed Assessments provides skills tests that are not indicative of a license or certification, or continued development in any professional field.

Name: Juan Jones

Email: [ljones@example.org](mailto:ljones@example.org)

Phone: 4355200652