Systems Administrator (Mid) Systems Administrator (Mid) Systems Administrator (Mid) Fort Sam Houston, TX I was active duty army for 5 years as an it specialist. I have worked in a call center environment, providing tier 1 IT support to customers. I have worked in an ADPE environment, baselining 1000s of information systems for many units downrange, applying IAVA patches and installing computer hardware/ software. Authorized to work in the US for any employer Work Experience Systems Administrator (Mid) United States Army September 2012 to February 2015 Team Lead supporting multi-classification production network worth $6.5 million dollars for U.S. Army   Migrated 3,300 accounts from locally hosted exchange email to Defense Enterprise E-mail services   Remediated 700+ network vulnerabilities resulting in excellent Command Cyber Readiness rating   Implemented Cisco and Command IA policy, protecting enterprise network from cyber threat compromises   Trained 15 member team in Network Operations resulting in excellent shop rating from Army Leadership   Successfully provided help desk support to 3,500 personnel from 16 allied nations during PANAMAX 14   Provide technical expertise via telephone and face to face during the largest multi-national exercise in the southern hemisphere, resolving customer system issues supporting mission critical tests and evaluations   Supported 2,000+ users, spanning 32 countries and multiple enclaves across Central and South America in direct support of US Allied counter terrorism efforts resulting in dismantling of radical terrorist networks Systems Administrator United States Army July 2010 to July 2012 Baselined computers via SCCM servers, pushed IAVA patches through 200 computers weekly ? Performed security scans for unauthorized networks and prevented local network from compromise ? Supported 1,000 users & 8 different camps in Kuwait having 40,000 Soldiers, civilians and contractors ? Administered and managed Active Directory Users and Groups accounts for multiple enterprise enclaves ? Supported 335th Signal Command's mission locally in Camp Arifjan, Kuwait which comprised of 12,000 soldiers, civilians and contractors in a geographically separated production network valued at $7 million ? Earned Global War on Terrorism Expeditionary Medal and Global War on Terrorism Medal Education Coronado High School Military Service Branch: Army Service Country: United States Rank: SGT October 2009 to Present Additional Information Actively Cleared (TS/SCI) Systems Administrator/ Team Lead with

5 years of professional and technical experience in the U.S. Army. Managed 15 direct reports within a call center environment. Served as Team Lead Network Operations Center supporting customers in 32 nations across Central and South America in a 24 by 7 production environment by working extensively with the H.E.A.T. ticketing system to create more than 4,000 tickets annually in support of Southern Command's operations. I supported units overseas with their computer system installations. Resolved problems face to face with customers from Jr employees to Senior Executives. Communicated cyber threat defense posture briefings to senior executive management. Performed active monitoring on multi-function printers in support of Network Operations, performing preventative maintenance cleanings bi-annually and maintaining inventory of required parts. Prepared fire and safety briefings for executives to identify workplace hazards containing $3M+ dollars in computer systems. TECHNICAL EXPERTISE Microsoft Office Suite, Word, Excel, PowerPoint, BMC Remedy, Help Desk, Team Lead, Remote management of servers, Systems monitoring, troubleshooting and resolution, OS Patching, trouble ticket escalation, Level 1 / 2 and 3 support, Patch management and application installation, change management. H.E.A.T. Ticketing system, Cisco IP Phone, ViPR phone, Microsoft Office 2013, SCCM server, Automated Data Processing Equipment, Splice Fiber, Ethernet, termination cables, design and deploy cable runs through buildings, Windows Active Directory, troubleshooting.

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