

Head of IT Services Head of IT Services Sacramento, CA Authorized to work in the US for any employer Work Experience Head of IT Services Sacramento Branch NAACP 1060 - Sacramento, CA December 2016 to Present Responsible for upkeep of all work stations, user account creation, user accounts. Volunteer work Information Technology Analyst Centene Corporation - Gold River, CA April 2018 to August 2018 Tier 1 support for internal IT support Administered mobile applications MAAS 360 and DUO mobile Used ticketing system ServiceNow Corporal - MOS 88K - Communications Chief US Army Reserve - Vallejo, CA 2013 to March 2018 Network administrator, System administrator, trainer, and maintainer for a Harbor Master Command and Control Center Inventory includes: ~20 workstations, ~40 user accounts, ~4 VIOP phones Cyber Security Analyst The Kentah Group - Folsom, CA January 2017 to July 2017 Analyzed offenses generated in QRadar (SIEM) and determine course of action, whether to escalate as an attack or create Service Requests to other IT groups for resolution of misconfigured devices. QRadar Admin work of Rule creation and changes to system rules to suite our environment. Maintain configuration logs of these changes. Management of QRadar connected hosts for firmware and software upgrades issued by IBM for both appliances and Virtual Machines. Part of process creation for offenses received in QRadar, as well as updating documentation and processes as changes arise. Use of various methods including FireEye to clear websites for whitelisting, and then adding sites to defined categories (Cisco SMA) Monitor tasks in LANDesk ticketing system for requests, including whitelisting, account lockout investigations in QRadar and device scanning in Rapid7. ISSO, Information System Security Officer The Kentah Group - Rancho Cordova, CA April 2016 to December 2016 Performed weekly and monthly continuous monitoring checks (ref. Risk Management Framework) and physical security checks (closed area inspections, protected distribution system (PDS) checks) Performed initial in-person training prior to closed area access, account creation, or special removable media permissions; track and document subsequent annual online refresher training and required forms verifying need to know (NTK), security classification guide training and/or removable media procedures and policies Sanitize, image, configure, and hardened Windows 7 systems to compliance in accordance with DSS Baseline Technical Security

Configuration Guide in preparation for classified use. (Ref. National Industrial Security Program Operating Manual (NISPOM) Chapter 8 and DD 254) Used NIST Security Configuration Checklist Repository to follow DOD Security Technical Implementation Guides (STIGs) Closed area custodian and point of contact for two closed areas, six security containers (ref. Defense Security Service (DSS) and Industrial Security Field Operations (ISFO) Manual) Install, maintain, and repair hardware and software issues for all workstations; perform routine hardware upgrades and software updates/upgrades as needed Coordinate and deploy quarterly Security Patches for Multi-User Stand Alone (MUSA) and Peer to Peer (P2P) systems, as well as assist with Microsoft System Center Configuration Manager (SCCM) deployment for client/server systems. Responsible for System Continuous Monitoring, Plan of Action and Milestones (POA&M) Controlled user accounts with Microsoft Active Directory Accredited systems with vulnerability scan procedures to include SCAP tools, kept step-by-step accreditation documentation Performed routine security audits, account creation/maintenance, vulnerability scans, operating system troubleshooting and repair for Linux (Red Hat Enterprise) and QNX systems (UNIX-like) Active member of Incident Response Team; responsible for collecting hardware, performing local system scans/analysis, hardware sanitization as needed. Flex-tech The Kemtah Group - Rancho Cordova, CA May 2014 to April 2016 Service Center Provided prompt initial response to all assigned service requests either in-person or remotely utilizing phone, remote tools (RDP, LANDesk Remote control) Troubleshot the system problem and complete repair in a timely and efficient manner, insuring minimal recurrence of problem Appropriately document all required information into the ticket tracking system Specialist - MOS 25Q - Multichannel Transmission System Team Chief Nevada Army National Guard - Reno, NV 2011 to 2012 Afghanistan) Reno, NV 2011 - 2012 Specialist - MOS 25Q - Multichannel Transmission System Team Chief Monitored the southern WAN of Afghanistan from the HUB via different SNMPc tools, BER, Troubleshoot transmission problems, and network problems that hindered successful data Installed, operated and maintained multichannel line-of-site and tropospheric scatter Configured and maintained telecommunications equipment such as multiplexers, trunk group Became familiar with Microsoft Server 2008 Maintained existed Cisco

routers and switches via Command Line Interface Specialist - MOS 25B - Network Administrator Nevada Army National Guard - Reno, NV 2011 to 2012 Maintained a MAN-sized network comprised of 3 routers, and 47 total switches over 3 levels of mandatory access control Used a combination of Cat 5, fiber, and line of sight to establish communications for over 200 users Setup up network printers, and workstations without DHCP over 3 levels of mandatory access control Configured Cisco switches and routers using command line interface Installed image of registered US Army version of Windows 7 to workstations Installed and supported Microsoft Office 2007 Configured, Cisco Unified Communications Manager (Call Manager) for about 50 VOIP phones Maintained existing Cisco switches and routers Call Center Dispatch Operator Reno-Sparks Cab Company - Reno, NV 2010 to 2011 Responsible for answering the call of clients then accurately entering the information into the ticketing system for the drivers to respond to the call Solved client disputes if any arise Multichannel Vehicular Radio Installer TEKsystems - Sacramento, CA 2009 to 2010 Removed multi-channel radios from California's state vehicles and replaced them with upgraded Motorola versions Performed complete break-down and set-up of radios on an array of state vehicles Safely wired many vehicles' electrical systems to minimize the chance of shorts or electrical fire Specialist - MOS 25U - Signal Communications Chief California Army National Guard - 168th MEDEVAC - (Afghanistan) - Sacramento, CA 2007 to 2010 Maintained communication and encryption devices on ground and in Blackhawk helicopters Inventoried and distributed encrypted material to supported units Destroyed encryption based on time and suspected security risks Installed, configured, operated, and maintained tactical radios for Flight Operations to communicate with aircraft for tracking purposes. Operated and maintained FBCB2 Blue Force Tracker (troop and vehicle movement tracker overlaid on a digital chart) Provided helpdesk duties for Task Force (roughly 1000 end users) for unclassified and classified networks. Worked as helpdesk and desktop support for Task Force where I supported operating systems: Windows XP, 7 Became familiar with Unix, Red Hat Linux, Solaris, Microsoft Server 2003, Microsoft Office Suite 2007 Escalated/checked privileges in Active Directory

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