

Technical Support Specialist II Technical Support Specialist II Upper Marlboro, MD Seeking a position as an Information Assurance Professional. Authorized to work in the US for any employer

Work Experience Technical Support Specialist II Portsmouth Public Schools - Portsmouth, VA 2009 to February 2019 Provided desktop support for Windows 7, Windows 8, and Windows 10. Installed and configured customized software (TestNav, Inspiration 9, Photostory 3, Kidspiration 3, ReadOutLoud, etc ). Provided support for interactive boards (Promethean and BenQ) Installed and configured antivirus software. Create user accounts using Active Directory Used Microsoft System Center for imaging computers and applications distribution. Used Dame Ware and System Center for remote administration. Supported the organization's multimedia systems. Checked for systems and database vulnerabilities, and installed required patches. Performed systems upgrades.

System Administrator Ciber Inc - Newport News, VA 2006 to 2009 Monitored the US Army Distance Learning System (DLS) network which provided training to service members in the United States and abroad. Created accounts and assigned permissions. Pushed training software to servers at military installations in the US and abroad. Resolved network issues through the remote administration of Tivoli Netview. Documented and logged all issues reported by the customers into an incident reporting system (Remedy) to facilitate tracking, workflow management, escalation and resolution. Used Dame Ware for remote administration.

Network Support Tech. II Anteon Corporation - Portsmouth, VA 2004 to 2006 Created user accounts and granted permissions to shared resources using Active Directory. Conducted security scans to identify and address systems vulnerabilities. Designed and developed Microsoft Access Databases. Provided training to clinical staff on new technologies and applications. Maintained system integrity. Communicated technical issues to upper management and key stakeholders.

Information Technology Coordinator OEMI - Portsmouth, VA 2002 to 2004 Performed security scans of servers and workstations to verify adequate virus protection, patches, and compliance with corporate regulations. Provided technical support for an in-house clinical database system, VAECS. Created user accounts and granted permissions to shared resources using Active Directory. Established security controls for clinical database. Designed and developed Microsoft Access

Databases. Provided training to clinical staff on new technologies and applications. Submitted a monthly report of clinical database usage. IT Security Analyst Accounting Ease - Virginia Beach, VA 2000 to 2002 Virginia Monitored network for intrusion. Installed antivirus software and patches. Created accounts in Active Directory and assigned permissions. Maintained clients' database integrity and confidentiality. Performed Database backups. Established security controls on accounting database. Hospital Corpsman United States Navy - Portsmouth, VA July 1995 to July 2000 Education PhD Candidate in Information Assurance and Cybersecurity Capella University, School of Business Technology - Minneapolis, MN May 2015 to Present Master's in Communication Technology Strayer University-Virginia - Chesapeake, VA July 2003 to May 2006 Bachelor of Science in (Cum Laude) - Computer Information Technology Norfolk State - Norfolk, VA September 1996 to May 2000 Skills Desktop Support, Information Technology, Help Desk, It Specialist Military Service Branch: United States Navy Rank: E-3 Certifications/Licenses Microsoft Certified Professional (MCP) Present

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