BRIAN J. SIMILA

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HIGHLIGHTS OF QUALIFICATIONS/SKILLS

* Active Government TS Clearance
* Proficient with multiple OS administration at Desktop and Server level
* Ten years of combined experience in applicable areas
* Team lead and supervisor experience
* Previously completed Sec+ and ITIL V3 certifications

**Professional Experience**

* **Jun 2010 – Feb 2013: Service Desk Technician, (contractor with NORAD-USNORTHCOM)**
* **Nov 2006 – Dec 2009: Client Systems Administrator & IT Equipment Control, USAF**
* **Apr 2005 – Nov 2006: Exchange/Systems Administrator, USAF**
* **Apr 2004 – Apr 2005: Information Protection Operations Technician, USAF**
* **Aug 2002 – Apr 2004: Help Desk Technician, USAF**

TECHNICAL EXPIRIENCE

Work Environments:

* Classified and Unclassified networks
* Domain admin for 3,000-5,000 user sites
* LAN, WAN, VPN, SAN

Platforms/Tools Experience:

* MS Windows Server: 2000, 2003 Active Directory, Active Roles, DRA
* NetIQ Directory & Remote Administration MS Exchange; 2000, 2003, OWA
* Remedy Administrator Sidewinder Firewall
* Blue Coat Web Proxy Server eEye Retina
* Symantec BrightMail Relays MS Windows OS; 2000, XP, Vista
* Unix OS DameWare

Customer Service:

* 5 years as customer support technician in Service Desk environment
* 2 years as team lead for server center messaging systems management support
* 3 years as client systems administrator supporting user desktop systems while working primarily as a Logistics Planner for the United States Air Force

**EDUCATION & TRAINING**

* **Information Technology Associates Degree – Community College of the Air Force**
* **Communications/Computer Systems Operations Course – USAF Technical Training**
* **Implementing & Managing Exchange 2000 Course – Thomson NETg**
* **Cisco Secure Virtual Private Networks Course – Cisco Systems**
* **Security+ Certified – CompTIA**
* **ITIL V3 Certified – EXIN**

EXPANDED Professional Experience

**Jun 2010 – Feb 2013: Service Desk Technician, HARRIS/TELOS (contract with NORAD-USNORTHCOM)**

* Provide a single point of contact for end users to receive support and maintenance within the NORAD/USNORTHCOM HQ network and desktop computing environments
* Responsible for installing, diagnosing, repairing, maintaining and upgrading all PC hardware and equipment to ensure optimal workstation performance
* Perform troubleshooting of reported problems (in person, by telephone, or via email) in a timely and accurate fashion, and provide end-user assistance where required
* Accomplish software installation and support for both mainstream vendor software (Microsoft, Adobe, est.), and DOD specific software generated for unique mission requirements
* Knowledge of Network Operations, System Administration, Web admin, and Network Security functions to assist tier two technicians with through troubleshooting

**Nov 2006 – Dec 2009: Client Systems Administrator & Equipment Control Custodian, USAF**

* Managed and inventoried 57 office computer and communication systems resulting in no incidents of lost or damaged equipment.
* Maintained 25 unclassified computers and 4 classified systems through onsite technical assistance and troubleshooting
* Served as local POC for coordination with site tech support for large scale issues requiring off site support
* Provided training to incoming employees on proper use of computer and communications assets.
* Ensured compliance with secured communications regulations as Secure Voice Responsible Officer

**Apr 2005 – Nov 2006: Network Administrator & Exchange Administrator, USAF**

* Provided MS Exchange management support for three classifications of networks (NIPRNet, SIPRNet, TS), 8 email servers including Outlook Web Access and Blackberry email service.
* Migrated 2000+ users from Exchange Server 2000 to Exchange Server 2003.
* Experience working in an NCC and with other NCC technicians.

**Apr 2004 – Apr 2005: Information Protection Operations Technician, USAF**

* Administered daily Norton AV updates for all managed clients. Identified outdated systems and forced updates remotely.
* POC for site VPN installs. Conducted user training for clients on how to operate in secure VPN environments.
* Authenticated network access for 4 Sidewinder firewalls through ACL management.
* Administered Blue Coat Web Proxy, eEye Retina, three Mail Relay Servers and Symantec Brightmail

**Aug 2002 – Apr 2004: Help Desk Technician, USAF**

* Provided phone and onsite tech support for 4,000+ users.
* Opened/closed/tracked work orders through Remedy administrator software.
* Participated in two major client system migrations (MS Windows 2000, MS Windows XP). Directly configured 300+ computers per migration.
* Provided direct support for site directors and other designated personnel.
* Used NetIQ and Active Directory for user account administration.
* Used SMS remote desktop for offsite user tech support

*SUMMARY OF QUALIFICATIONS*

*I have 10 years of combined support experience in many areas of IT desktop/system administration. I pride myself on becoming an expert of the environment I work in and support by mastering the systems I am responsible for and understanding the needs and priorities of users/customers I support. Time spent working on active duty in the Air Force and as a contractor around government civilians and foreign military members has provided me the opportunity to become an expert in customer support of all personality types. I thrive in both team and individual work environments and look forward to helping future employers in any way I can.*