Breana Keller

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Professional Summary

A dynamic, detail-oriented, U.S. Navy Veteran with experience providing technical support, troubleshooting hardware/software issues, enforcing cybersecurity best practices, and ensuring optimal IT system performance. Skilled in customer service, remote assistance, and system diagnostics. Adept at resolving technical problems efficiently while maintaining high user satisfaction. Continued support with project needs of Government and Private sector clients that include system design concepts to keep high availability, low latency, optimal scalability.

Skills

- **Operating Systems**: Windows[server] 10/11/[2016]/[2024]
- **Software & Tools**: Microoosoft Office 365, Active Directory, Remote Desktop, VPN(Citrix, OpenVPN), Ticketing Systems(ServiceNow, YouTrack, JIRA)
- **Hardware Support**: PC/Laptop troubleshooting, printer setup, peripheral devices
- **Networking**: TCP/IP, DNS, DHCP, Basic LAN/WAN troubleshooting
- **Security**: Password resets, malware removal, basic cybersecurity awareness
- **Certifications**: CompTIA A+, Security+, ITIL, AWS Solutions Architect, Navy COOL certifications(NEC 2779, 2780)
- **SDLC**: Agile, Scrum Methodologies
- **Languages**: Bash, Shell, Python, YAML, JSON
- **Cloud Platforms**: AWS, Azure
- **Database Systems**: MongoDB, PostgreSQL, Oracle

Experience

IT Support Specialist(Customer Service)   October 2020 - Present
Express Scripts

- Provided Tier 1 & Tier 2 technical support to employees via phone, email, and remote assistance.
- Mentored junior team members, fostering their professional growth and technical skills. Conducted regular system audits to identify vulnerabilities and ensure compliance with industry standards.
- Diagnosed and resolved hardware, software, and network issues with a 95% first-call resolution rate.

- Ensure that tickets are submitted as soon as the contact is received and capture all the required customer and issue information outlined in the service desk SOP.
- Perform a warm transfer, wherever possible, of support incidents to the higher support Tiers.
- Installed, configured, and maintained workstations, printers, and software applications.
- Conducted password resets, VPN setup, and multi-factor authentication (MFA) support.
- Documented solutions in the knowledge base to improve future troubleshooting efficiency.
- Implemented advanced security measures such as multi-factor authentication, intrusion detection, and encryption.
- Assisted with onboarding/offboarding users, including account setup in Active Directory.
- Update the relevant knowledge-based article, if necessary, after closing the incident, to ensure its accuracy. If a KBA does not exist, work with the Service Desk manager to create one.

IT/Operation Specialist   February 2011 - February 2016
U.S. Navy(Top Secret Clearance)

- Implemented DOD STIG compliance, Nessus scans, HBSS, ACAS, SIEM tools.
- Managed classified/unclassified networks (SIPRNet, NIPRNet, JWICS), ensuring 99.9% uptime for end-users.
- Led a team of sailors in maintaining cryptographic systems (e.g., KG-175, KIV-7M) and secure communications.
- Enforced DOD cybersecurity policies, conducted vulnerability scans (ACAS/Nessus), and mitigated risks per DISA STIGs.
- Provided Tier 2/3 help desk support, resolving 300+ tickets monthly for hardware, software, and network issues.
- Trained personnel in COMSEC procedures and operational security (OPSEC) protocols.
- Managed Active Directory infrastructure, including user management, group policies, and security configurations.
- Support of commercial off-the-shelf (COTS) applications (such as Adobe Acrobat and the Microsoft Office suite), and networking.
- Configured and maintained virtualization environments using Hyper-V and VMware.
- Watch Officer overseeing 24/7 IT operations in a tactical environment.

  Deployments:
  - 2011: Operation Tomodachi (Japan tsunami relief).
  - 2012–2015: Regular WESTPAC deployments (7th Fleet operations, South China Sea patrols, exercises with allies).
  - 2015: Increased presence in South China Sea amid rising tensions.

Education

U.S. Navy Technical Technical Training:

- "A" School (Information System Technician) - [Pensacola, Fl, 2011]
- "C" School (Advanced Networking/Crypto) - [Pensacola, Fl, 2011]

Medals & Awards:

Navy and Marine Corps Achievement Medal, Navy and Marine Corps Commendation Medal, Navy Good Conduct Medal, Navy Meritorious Unit Commendation, Battle Efficiency "E" Ribbon, Global War on Terrorism Service Medal, Global War on Terrorism Expeditionary Medal, Navy Expeditionary Medal, Armed Forces Service Medal, Sea Service Deployment Ribbon, Navy Unit Commendation, Humanitarian Service Medal, Republic of Korea Presidential Unit Citation, Enlisted Surface Warfare Specialist, Military Outstanding Volunteer Service Medal.